

Appendix A

Joint CSSIW/HIW Inspection: Improvement Plan

Area: Hywel Dda University Health Board/Pembrokeshire Local Authority

Date of inspection: December 2015

| Page Number | Improvement Needed | Health Board Action | Responsible Officer | Timescale |
|-----------------------|--|--|---|--|
| Key Question 1 | | | | |
| Page 6 | <p>The health board must ensure that the specific challenges highlighted in Pembrokeshire are considered in the future planning of service provision including services for:</p> <ul style="list-style-type: none"> • Appropriate emergency placements • Appropriate repatriation services • Appropriate forensic services • Respite care <p>Appropriate services for people with challenging / complex needs.</p> | <p>Work is being undertaken collaboratively with the Local Authority around transition services in mapping future needs within the County. Opportunities being considered in relation to improved access to education programmes, social enterprise opportunities and integration with local services</p> <p>An Inpatient Service Review is being undertaken which will include an options appraisal for future inpatient provision. This will provide opportunities to reinforce community services working to an outreach model approach with the aim of managing service users in the community with increased support.</p> | <p>Head of Service Older Adult Mental Health and Learning Disabilities/ Service Manager Learning Disabilities</p> | <p>To be reviewed 01/08/2016</p> <p>30/06/2016</p> |

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| Key Question 2 | | | | |
| Page 9 | The health board should work with the local authority to identify better ways of working with a view to improving commissioning processes, where appropriate. | <p>Vacant posts within the Mental health and Learning Disabilities Commissioning Team have recently been filled (Spring 2016). This has created additional capacity to support the Commissioning Panel process, provision of training and support to the Learning Disability Team Leads.</p> <p>The Health Team Leads within the Community Teams will include as part of their responsibilities:</p> <ul style="list-style-type: none"> • Scrutiny of Decision Support Tools and supporting documentation at team level • Chairing of the meetings where the Decision Support Tool is discussed and completed • Liaison with the MH and LD Commissioning team. | <p>MH and LD Commissioning Manager</p> <p>Community Team Health Leads</p> | <p>Completed</p> <p>Commenced April 2016</p> |
| Page 9 | The health board needs to ensure that feedback is captured and acted upon in a way that provides an ongoing and continuous view of performance and demonstrates learning and improvement. | Directorate dashboard structure in place with a performance monitoring remit. Service reports feed into the Directorate Quality, Safety Experience, and Assurance Sub Committee. A learning the Lessons forum has been established and feeds into the Quality and Safety meeting | Head of Nursing MH&LD/ Head of Service Older Adult Mental Health and Learning | Commenced January 2016 |

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| | | structures. | Disabilities | |
| | Key Question 3 | | | |
| Page 12 | The health board should ensure that staff on the frontline feel connected and engaged with the health board's vision by improving communication and information flow. | <p>Directorate Dashboard structure in place. LD service dashboard has a membership which includes the team leads from the service as well as relevant professional leads within the service. This supports a two way communication and information flow. The service management and operating structure has been revised (March 2016) which identifies clear roles and responsibilities of key professionals and managers within the structure.</p> <p>Service manager to attend individual team meetings on a rotational basis.</p> | Head of Service Older Adult Mental Health and Learning Disabilities/ Service Manager Learning Disabilities/ Team Leads | In place March 2016 |
| Page 12 | The health board should ensure that IT systems for health staff are fit for purpose and support staff to effectively carry out their roles | The MH and LD Directorate are implementing a new web based information system based on the existing FACE (Functional Assessment of the Clinical Environment) system. There are Learning Disability representatives on the implementation group. Implementation plan includes a training programme to ensure that all staff are able to use the system effectively. Following implementation the steering group will consider how there can be a reduction in paper assessment tools as these | Head of Service Older Adult Mental Health and Learning Disabilities/ Service Manager Learning Disabilities/ LD reps on Steering Group | To be completed by 1 st July 2016 |

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| | | become available on the new FACE/Care Partner system | | |

Health Board Representative:

Name (print): Libby Ryan-Davies

Title: Director Mental Health & Learning Disabilities

Date: 6th May 2016