

### Inspection Action Plan

1. Outlined below is the Action Plan which has been agreed with the Care Quality Commission following the Recommendations of the Independence Wellbeing and Choice Inspection.
2. The actions from this plan will be monitored closely by the Kent Adult Social Services Strategic Management Team and progress will be reported to Members on a regular basis through the established reporting processes.
3. In March 2010 a full evaluation of the Action plan will be undertaken and the outcomes will be reported to the Care Quality Commission, Members and the public.

### Safeguarding Adults

Recommendation	Actions	Measurable Indicator	Desired Outcome	Timescale	Lead (s)
1. The council and its partners should develop a communications and engagement strategy that ensures people who use services, carers and members of the public know how to report abuse and know how to keep themselves safe	<ol style="list-style-type: none"> <li>1. Review Public Involvement Strategy to Draft Engagement Strategy involving: Service users Carers members of public from a range of backgrounds</li> <li>2. Further involve of the public (as outlined in 1) in development of the strategy</li> <li>3. Ratified by SGVA Committee Monitor arrangements – key indicators to illustrate outcomes are being achieved</li> <li>4. Need to link it to SDS, Business Strategy of Safeguarding Board (Business Strategy includes a Communications Strategy)</li> <li>5. Liaise with partners</li> <li>6. Compare awareness to national benchmarks</li> <li>7. Record informal concerns raised</li> <li>8. Campaign to raise the profile of safeguarding within the</li> </ol>	<ol style="list-style-type: none"> <li>1. Strategy in place</li> <li>2. Implementation plan</li> <li>3. Monitor agreed outcomes of implementation plan</li> <li>4. Commission survey to determine if the public know how to report abuse</li> <li>5. Increased referrals from diverse communities for other community based services</li> <li>6. Public Information Strategy (as outlined in recommendation 6.)</li> </ol>	<ol style="list-style-type: none"> <li>1. Increased engagement with the community. A key feature of success would be increased involvement with diverse communities (evidenced by the public involvement database)</li> <li>2. Increased awareness of safeguarding amongst the public (as established by survey Measurable indicator 4)</li> <li>3. Increase in percentage of safeguard alerts from diverse</li> </ol>	March 2010	<p>ALFA Transforming Social Care Lead Director, Head Of Planning &amp; Public Involvement</p> <p>KMPT: Head Of Comms Head of Safeguarding PPCI Manager Assoc Dir Social Care-east and Development team rep Head of E&amp;D</p> <p><b>SMT sponsor:</b> Managing Director</p>

	<p>community focusing on areas/groups of low representation</p>		<p>communities to be more representative of the demographic make up of Kent. <i>Evidence –</i> Quarterly Safeguards Activity Report to Cabinet Member Annual Report to Safeguards Board</p>		
<p>2. The council and its partners should develop an adult safeguarding workforce development strategy that includes a competency-based framework</p>	<ol style="list-style-type: none"> <li>1. Develop adult safeguarding workforce development strategy</li> <li>2. Develop competency-based framework to be included in workforce strategy</li> <li>3. Strategy and Framework agreed by SGVA Board</li> <li>4. Implementation plan</li> <li>5. Review mechanism</li> <li>6. Ensure existing good practice is developed across all the County</li> </ol>	<ol style="list-style-type: none"> <li>1. Develop and implement Workforce Development Strategy implementation plan</li> <li>2. Good Practice Board – analyse and compare practice audits and case examples across Localities</li> <li>3. Audits action plan (audit of case files and supervisions)</li> </ol>	<ol style="list-style-type: none"> <li>1. Adult safeguarding workforce development strategy that includes a competency-based framework</li> <li>2. Improved consistency of practice as measured by internal case audits. Overseen by Good Practice Group</li> <li>3. Improved data quality as measured by SWIFT – evidence SWIFT audits</li> </ol>	<p>Oct 2009</p>	<p>Head of ALRT, Head of Personnel, Senior P&amp;SS Manager – Safeguarding</p> <p>KMPT: Head of Safeguarding Lead Trainers-Ad P</p> <p><b>SMT sponsor:</b> Director – Strategic Business Support</p>

<p>3. The council and its partners should analyse the high number of inconclusive outcomes of safeguarding alerts in order to inform future practice</p>	<ol style="list-style-type: none"> <li>1. Agree cohort of cases which meet this criteria</li> <li>2. Data analysis of current 'inconclusive cases'</li> <li>3. Audit a selection of cases</li> <li>4. Analysis of findings</li> <li>5. Action plan to address findings</li> </ol>	<ol style="list-style-type: none"> <li>1. Reports to AMTs to gain an understanding of the reasons behind inconclusive outcomes</li> <li>2. Alerts with inconclusive outcomes</li> </ol>	<ol style="list-style-type: none"> <li>1. Understanding of issues and develop action plan to address them</li> <li>2. Reduction in the number of safeguard alerts with inconclusive outcomes</li> </ol> <p><i>Evidence –</i> Quarterly Safeguards Activity Report to Cabinet Member Annual Report to Safeguards Board</p>	<p>Jan 2010</p>	<p>Safeguards Co-ordinators, Senior P&amp;SS Manager – Safeguarding, Head of Performance and Information Management</p> <p>KMPT: Head of Safeguarding</p> <p><b>SMT sponsor:</b> Director – Strategic Business Support</p>
<p>4. The council should review both the need for and the capacity of advocacy organisations to support and empower people through safeguarding processes, especially during the investigative process or where support needs are long term</p>	<ol style="list-style-type: none"> <li>1. Review Advocacy Arrangements, particularly organisations used by people subject to safeguarding processes currently and in the future</li> <li>2. Ensure this work is linked into SDS workstream</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify and review Advocacy Agreements – coverage, quality, take up and clients served (LA/self funders)</li> </ol>	<ol style="list-style-type: none"> <li>1. Effective Advocacy support – especially re Safeguarding Investigations. As evidenced by the increase use of advocates in safeguard investigations.</li> </ol> <p><i>Evidence –</i> Annual Report Feedback from people as captured by the Annual Complaints Report and SDS feedback</p>	<p>Jan 2010</p>	<p>Head of Policy &amp; Service Standards, Strategic Commissioning Group</p> <p>KMPT: Head of Safeguarding Assoc Dir Social Care-east and Development team rep</p> <p><b>SMT sponsors:</b> Director of Operations, Directors of</p>

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**Access to Preventative Services**

<b>Recommendation</b>	<b>Actions</b>	<b>Measurable Indicator</b>	<b>Desired Outcome</b>	<b>Timescale</b>	<b>Lead (s)</b>
5. The council should work with family carers to develop better access to appropriate information, advice and services to support them in their caring role.	<ol style="list-style-type: none"> <li>1. Implement Kent Carers Strategy</li> <li>2. Deliver T2010</li> <li>3. Involve Carers in public information strategy</li> <li>4. Work with Health and Primary Care Practices to improve information and support</li> <li>5. Carers Survey</li> </ol>	<ol style="list-style-type: none"> <li>1. Evidence of increased opportunities for carers in training</li> <li>2. Carers Survey illustrating carers have increased access to information</li> <li>3. Evidence of joint work with Health to improve information, advice and services</li> </ol>	<ol style="list-style-type: none"> <li>1. Feedback from carers and users of improved access to information, advice and support</li> </ol> <p><i>Evidence</i></p> <ul style="list-style-type: none"> <li>• Feedback through regular contact with carers</li> <li>• Feedback from Carer Organisations</li> <li>• Survey of carers</li> </ul> <p>All of the above will be reported in the Annual Carers Report</p>	Jan 2010	<p>P&amp;SS Manager – Carers, Senior P&amp;SS Manager, Area Leads</p> <p>KMPT: Head Of Comms PPCI Manager Head of E&amp;D Assoc Directors (west and east) Older People Services</p> <p><b>SMT sponsor:</b> Head of Policy &amp; Service Standards</p>
6. The council should implement a clear public information strategy that includes information distribution and improved signposting by staff to ensure that people are made aware of the range of preventative services available	<ol style="list-style-type: none"> <li>1. Develop Public Information Strategy linked to SDS, Advice, Information and Guidance policy</li> <li>2. Involve service users, carers, staff, partners and members of the public</li> <li>3. Implement</li> <li>4. Ensure staff through training and other mechanisms are aware of, and are able to</li> </ol>	<ol style="list-style-type: none"> <li>1. Feedback from service users, carers, members of public, staff, and partners</li> </ol>	<ol style="list-style-type: none"> <li>1. Implement Public Information Strategy (Communication Strategy)</li> </ol> <p><i>Evidence</i></p> <ul style="list-style-type: none"> <li>• Feedback through regular contact with public, esp. those using</li> </ul>	March 2010	<p>Directorate Manager for Communication, Governance and Member Support, Head of Planning &amp; Public Involvement</p> <p>KMPT: Head Of Comms PPCI Manager</p>

	implement effectively the policy 4. Monitor using feedback as outlined in measurable indicator		social care support <ul style="list-style-type: none"> <li>• Feedback from partners – esp. Vol. Organisations</li> <li>• Survey of public showing improved access to information</li> </ul>		Head of E&D Assoc Dir Social Care (east) and Development team rep  <b>SMT sponsor:</b> ALFA Transforming Social Care Lead Director
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**Leadership and Commissioning**

<b>Recommendation</b>	<b>Actions</b>	<b>Measurable Indicator</b>	<b>Desired Outcome</b>	<b>Timescale</b>	<b>Lead (s)</b>
7. The council should ensure that it monitors the outcomes for people signposted on to other services to inform commissioning plans	1. Develop a method of tracking outcomes which is effective and efficient to inform commissioning plans 2. Explore best practice, including other Local Authorities 3. Carry out a sample survey to inform effectiveness of commissioning plans 4. Ensure that feedback is linked into SDS Commissioning workstreams and linked into Information Advice and Support Policy	1. Feedback from public 2. Outcomes of surveys 3. Framework in place to capture outcomes	1. KASS has in place framework to capture outcomes 2. Outcomes are being used in JSNA and new commissioning/planning arrangements 3. This is an integral part of SDS planning	Jan 2010	Strategic Commissioning Group, SDS Project Managers, Head of Planning and Public Involvement  KMPT: Assoc Dir Social Care (east) and Development team rep Assoc Directors (west and east) Older People Services PPCI Manager Head of E&D  <b>SMT sponsors:</b>

					Director of Operations, Directors of Commissioning & Provision
8. The council should ensure that its diverse communities are effectively involved in commissioning processes so that services are sensitive to their needs	<ol style="list-style-type: none"> <li>1. Ensure diverse communities are represented in Engagement Strategy</li> <li>2. Ensure the outcomes from the Engagement Strategy work are fed into commissioning strategies</li> <li>3. Up to date analysis of diverse communities in Kent– need to be part of future JSNA</li> <li>4. Develop action plan to focus on diverse communities</li> <li>5. Ensure that diverse communities are fully involved in the commissioning of new services</li> <li>6. Develop capacity building in diverse communities with the voluntary sector</li> </ol>	<ol style="list-style-type: none"> <li>1. Feedback – satisfaction survey</li> <li>2. Audit of service uptake</li> <li>3. Service reviews</li> <li>4. More people from diverse communities purchase own packages</li> <li>5. People able to assist in producing support plans that are culturally appropriate</li> <li>6. Review Culturally Competent Care</li> <li>7. LGBT Care Guide</li> <li>8. More thriving and diverse market place</li> </ol>	<ol style="list-style-type: none"> <li>1. Better access and take up of services / engagement with diverse communities</li> </ol> <p><i>Evidence</i></p> <ul style="list-style-type: none"> <li>• Increase take up of services by people from diverse communities</li> </ul>	Jan 2010	<p>Strategic Commissioning Group, Head of Planning and Public Involvement</p> <p>KMPT: PPCI Manager Head of E&amp;D</p> <p><b>SMT sponsor:</b> Directors of Commissioning &amp; Provision</p>
9. The council should ensure its partner agencies have a clearer understanding of the new self-directed support approach and build their capacity to flexibly respond to people’s individual needs	<ol style="list-style-type: none"> <li>1. Build upon steps already taken</li> <li>2. Part of a SDS work stream</li> <li>3. Involve partner agencies (including providers) in market shaping/market development re SDS</li> <li>4. Ensure Partners &amp; Public are fully involved in the continued development of SDS</li> </ol>	<ol style="list-style-type: none"> <li>1. Survey / feedback of those using SDS</li> <li>2. A thriving social care market offering choice</li> <li>3. Partner Agencies fully engaged in SDS model</li> <li>4. Feedback from Partners &amp; Providers</li> </ol>	<ol style="list-style-type: none"> <li>1. Full engagement in SDS from partners</li> </ol> <p><i>Evidence</i></p> <ul style="list-style-type: none"> <li>• Feedback from partners showing an increase in understanding of SDS objectives</li> <li>• Increase in the number of agencies taking active part in development of</li> </ul>	March 2010	<p>SDS Project Managers</p> <p>KMPT: Head Of Comms Assoc Dir Social Care (east) and Development team rep</p> <p><b>SMT sponsor</b> ALFA Transforming Social Care Lead Director</p>

			<p>SDS</p> <ul style="list-style-type: none"><li>• Increase in number of people taking up personalised packages of support</li><li>• Feedback from people illustrating the availability of choice</li></ul>		
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