

# SOUTH AYRSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP JOINT INSPECTION OF ADULT SERVICES IMPROVEMENT PLAN



No.	Key Area	Recommendation for Improvement	SAHSCP Action	Timescale	Lead	Progress
1.	Key performance outcomes	The partnership should continue to improve the capture of qualitative data as a performance measure.	1.1 Take a strategic approach to performance monitoring and management that will include collecting and collating qualitative data.	Oct 23	Billy McClean	<b>In Progress:</b> IJB self-evaluation session supported by the Improvement Service identified key actions to produce a "Logic Model" for each of the seven objectives in the Strategic Plan and develop a reporting dashboard with 3-5 priority measures that will include qualitative measures. 09/05/22
			1.2 Implement Bi-Annual Service User Survey	Nov 23	Steven Kelly	<b>No Progress</b> 09/05/22
			1.3 Develop service user and carer reference group for each service area within Community Health and Care; and implement an annual report to IJB on group activity.	Dec 23	Phil White Brian Christie	<b>In Progress:</b> A service user and carer reference group has already been established within LD (League of Champions). Set up of a similar group for Adults and Older People is in progress. Work is required to establish a similar group within Mental Health. 09/05/22
			1.4 Roll out Care Opinion across all services within Community Health and Care; and	Dec 23	Billy McClean	<b>In Progress:</b> Care Opinion well established within registered services. Less consistent across other services. Service Managers will work to implement across their areas of responsibility. 09/05/22


BRAG Rating:

Blue – Complete

Red – No Progress

Amber – Some Progress

Green – Almost Complete

			implement an annual report on Care Opinion feedback to IJB.			
2.	Experiences of people and carers	The partnership should better capture the impact of its early intervention and prevention activity on people's experiences.	See 1.2 above	June 23	Joanne Payne	<b>In Progress:</b> Working with independent partner to evaluate and report on "Ahead of the Curve" work. Validated functional measure being used to capture impact on level of independent function and experience measures also being used. 09/05/22
			2.1 Commission evaluation of prevention and early intervention work in Mental Health and Learning Disability services.	Sept 23 Mar 23	Sandra Rae Brian Christie	<b>No Progress</b> 09/05/22
3.	Delivery of key processes	The partnership should continue to focus on increasing the amount of anticipatory care plans to ensure every person has had access to one.	3.1 Establish current baseline to inform ambitious and realistic target to increase the amount of ACPs; and develop supporting action plan.	Sept 23	Phil Hulme	<b>In Progress:</b> Continue ACP work with initial focus on Care Home ACPs/eKIS, and subsequent focus on frailty within GP Practice (GP leads and new Clinical Nurse Managers) reporting into Driving Change Group. Links with Ayrshire-wide groups including Whole System Intervention/ Unscheduled Care/ Out of Hours Services/ Primary Care Management and LMC/GP Sub-Committee. 09/05/22
		The partnership should continue their monitoring and improvement of self-directed support processes.	3.2 Deliver the SDS Improvement Action Plan.		Gary Hoey	<b>In Progress:</b> Self-directed support lead appointed and improvement action plan in progress. 09/05/22   SDS Implementation Action Plan (003).doc

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4.	<b>Strategic planning, policy, quality and improvement</b>	The partnership should be responsive to provider feedback, fully reinstating provider forums.	4.1 Reinstatement provider forums.	Dec 22	Billy McClean	<b>Completed:</b> In person provider forums re-established December 2022.
5.	<b>Leadership and direction</b>	The partnership should improve processes for gathering qualitative data, ensuring it is readily available for leaders and senior managers to further inform their decision-making.	See Section 1 above	N/A	N/A	<b>In Progress:</b> As indicated in updates for section 1 above.

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