

Older People's Registered Service Standardisation Update

1. SUMMARY

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- 1.1 The purpose of this report is to advise members of the progress of the standardisation of the Older People's Registered Services. This was discussed in the last report of November 2015.

2. RECOMMENDATIONS

- 2.1 Members please note this report.

3. DETAIL

- 3.1 All Learning Disability units are now standardised and achieving best practice in the delivery and management of support services. All units are now working towards the same processes and frameworks.
All learning disability units now move onto their developmental phase after the initial standardisation framework.
- 3.2 Older people's registered services were due to deliver the same processes. We consulted with the care inspectorate and they fully supported this next stage. The outcome would be that all council registered services will operate the same outcome focussed management and delivery framework which will be recognised by the care inspectorate therefore promoting consistent grading.
- 3.3 Argyll and Bute Council would be leading the way in modern outcome focussed support delivery. Quality evaluation frameworks are qualitative and quantitative. We strive for best practice in our management and support frameworks. When all services were standardised, we could offer flexibility of management and staffing due to the standard approach and the computerised systems.
- 3.4 Older People's registered services now have all of the same outcome focussed management and delivery framework on I Drives, however there were issues with delivering the whole of the framework. Older People's registered services are structured differently with staffing. The support framework was put in place but not introduced at this stage due to issues with lack of IT skills, lack of equipment and little administration time due to restricted budgets.

4. CONCLUSION

- 4.1 Argyll and Bute Council have standardised support management systems across the board in both Learning Disability and Older People's support. Our quality evaluation frameworks are qualitative and quantitative. We strive for best practice in our management and frameworks. All services in Learning Disability are standardised, we can offer flexibility of management and staffing due to the standard approach and the computerised systems. Older People's registered services have all the management systems in place but are not adopting the direct support framework at this stage. It may be prudent to revisit this again in the future, now that we are integrated into the Health and Social Care Partnership. Some Older People's units are still considering piloting the whole framework if they can manage the issues identified.
- 4.2 The tools are in place but the delivery of the whole is not achievable at this time due to the constraints highlighted.

5. IMPLICATIONS

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| 5.1 | Policy | Review of existing processes and action plan for change management |
| 5.2 | Financial | Need for costing for efficient IT and Wi-Fi. Administration time required for key workers to complete outcome focussed delivery. |
| 5.3 | Personnel | Training required in basic computing skills and review of skills/dedicated time. |
| 5.4 | Equalities Impact Assessment | Framework actively promotes equal opportunities for people receiving support to lead full, meaningful and active lives. Outcomes are specific and quantifiable. |
| 5.5 | Legal | None unless current structure was deemed to require contractual change |

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