

Appendix Two: Care and Wellbeing Service – Pre – Contract Go Live Action Plan

Completed/ On Track	Close Monitoring in Place	Identifying a Risk
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Initiative	Action/Target	Timing	RAG	Progress	Owner
Case file Audit	Best practice related to homecare support	March 2023		Audit of 150 cases; findings will inform practice development and service practice development plan. Agency team has started this work prior to completing reviews.	Chief Social Work Officer
Reviews of existing homecare packages	Complete 1400 reviews and set up monitoring arrangements	September 2023		64% (896) of home care reviews completed to date. A service wide review plan has been developed with core services to be re allocated to increase pace of reviews to meet 85% target by June 2023 (294 reviews to complete). This will then leave 210 reviews to complete by go live date in September 2023.	Assistant Directors Living and Ageing Well Assistant Director Commissioning and Partnerships
Direct awards	Move Direct Awards onto Framework Providers	May 2023		Due to the extra ordinary demand experienced at winter, this meant more Direct Award's (an increase of 34 people from November) were implemented to be able to deliver care. The risk mitigation is discussions with NHS regards the pressure this has established and to building capacity in the homecare framework to transfer Direct Awards back across to framework providers as a priority by May 2023.	
Cleaning and Shopping	Procure new services and agree approach to existing support	Summer 2023 (Pre-contract go live)		As part of implementation of practice development plan and programme, practice will focus on looking at new ways of working. A specific contract outside of homecare for people who have an eligible need for support with cleaning/shopping under Care Act will be progressed service wide March 2023.	

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E & A backlog reduction	Backlog reduced to below 500 people	Summer 2023 (Pre contract go live)		The service has reduced waits for assessment to around 1,300 (back to pre-covid levels) at January 2023 and reduced length of wait from 18 months to 6 months. Focus between January and June is to reduce waits to 400 by June 2023. Longer term target is to manage a waiting list of 100 people, waiting for up to 6 weeks.	Assistant Directors Living and Ageing Well
Stabilising market	Key messages for customers and providers, including providers exiting the market	Spring 2023		Communications plans developed for review. Monitoring requests for transfer to Direct Payment from existing people in progress.	Assistant Director Commissioning and Partnerships
Trusted Reviewer	Definition, criteria for selection, guidance, system, training	Spring 2023		To date following has been completed - Finalised definitions in new service specification. C&WS test for change complete. Next Steps is to: - test Trusted Reviewer approach with Fosse, STIT and the Living and Ageing well teams before roll-out to / development with the successful 16 providers and implement training the providers on care act is planned.	Assistant Director Commissioning and Partnerships
Recruitment cross sector	Online One stop shop for recruitment across sector. Apprenticeships, Culturally diverse workforce	Spring 2023		A new webpage and recruitment campaign close to completion. Recruitment campaign will target untapped markets which would come be later in plan. Will supporting existing good practice and give definition of SCC role to support sector wide recruitment.	Assistant Director Commissioning and Partnerships

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Retention cross sector	Values and L&D plan, career pathways, improved rates & conditions	Summer 2023		Work across sector to make skills for care funding available. Will target falls prevention and digital skills as a priority.	Assistant Director Commissioning and Partnerships
Enablement approach	Definition, practice guidance for each sector, training, audits	March 2023		Developing factsheets for 8 key tests of change and practice guidance regards cleaning and shopping. Examples of good practice within current Enablement team for embedding across Adult Social Care as part of introduction of new teams within the future design.	Chief Social Work Officer
Technology enabled care	Digital strategy development. Self-service for equipment launch as part of new IAG offer	Autumn 2023		Committee approved report outlining ambitions for technology in homecare in next 18 months. A test of change is underway to support a new offer and training offer will be developed around falls prevention and digital skills. Longer term we are developing an ASC digital strategy.	Assistant Director Commissioning and Partnerships
Fosse CWBS test for change	Case studies from Test for Change; Systems work for new PCN areas and providers; Health and provider partnerships, MDTs	Summer 2023 (Pre-contract go live)		In progress and further review being undertaken to confirm next steps for delivery by summer 2023.	Assistant Director Commissioning and Partnerships

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