

## Sutton Mental Health Action Plan

### V.4 Updated March 2009

Theme	Issue	Desired Outcome	Actions Required	Responsible Agency	Responsible officer	Progress Report/ Target date
1. Quality of community care within CMHT	1.1 Caseloads are high relative to epidemiological need and staff complement to enable effective care – 1250 clients in 3 teams.	CMHT caseloads are proportionate to resource – 300/team	Review existing caseload and referral levels down to practice level.	SWL&StG	Mark Clenaghan	Sep 1250 Dec 1196 Mar. 1152
			Review existing caseloads benchmarked against NICE guidance and transfer if appropriate.	SWL&StG	Mark Clenaghan	March 09 Caseload review ongoing
			Agree primary secondary care protocols and manage referrals against this	S&M PCT SWL&StG	Adrian Davey Mark Clenaghan	March 09 – Care pathway protocols being developed aim to complete by June 2009
			Re-launch CMHT & Primary Care Liaison Meetings.	S&M PCT SWL&StG	Gill Moore	March 09 Schedule of meetings to be developed and implemented.
	1.2 Implement Action Plan from jointly commissioned HASCAS report on	Action Plan completed	Review against new Action Plan	SWL&StG / LBS	Mark Clenaghan / Audrey McDonnell / Shaun O’Leary	March 09 Monitoring of Suicide Action plan is progressed through Sutton

	suicides					Governance Board
	1.3 Financial Governance	Agreement of s75 – inc risk management plus AMHP	Complete work	SWL&StG + LBS	Mark Clenaghan / Shaun O’Leary	Section 75 to be signed off by 1 <sup>st</sup> October 2009
	1.4 Quality of responses to Members Inquiries and Complaints	Investigations and responses to complaints need to be thorough, constructive and give confidence in service delivery	Complaint/Members Inquiry responses to be quality controlled by Service Director/Deputy	SWL&StG	Mark Clenaghan	March 09 Ongoing S/D Quality Control all Complaints and Member’s Inquiries’
	1.5 Corporate Warning System	Effective logging of mental health issues on LBS Corporate Warning system	Develop and implement action plan	SWL&StG LBS	Mark Clenaghan Shaun O’Leary	March’09 Action plan drafted and sent to LBS

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2. Social Care - Leadership	2.1 Lead social work post only occupied on P/T basis	Lead social work position recruited to on F/T basis	Recruit as job share	SWL&StG	Mark Clenaghan Shaun O'Leary	March 09 – Job share being currently reviewed
			Set objectives	SWL&StG LBS	Mark Clenaghan Shaun O'Leary	March 09 Ongoing - Objectives agreed
			Monitor performance against objectives	SWL& StG LBS	Mark Clenaghan Shaun O'Leary	March 2009 Ongoing objectives agreed and monitored on quarterly basis
	2.2 Recruitment and retention	Reduce vacancy level	Increase ASW allowance	LBS	Shaun O'Leary	March 2009 - Complete
			Recruit to current vacancies	SWL&StG	Mark Clenaghan	Recruitment drive underway currently 3 vacancies all for Senior Practitioner posts.
	2.3 Practice Development	Improve social work practice	Arrange away day for Sutton social workers to review issues and agree practice priorities	SWL&StG	Ruth Allen / Shaun O'Leary / Mark Clenaghan	Key learning event held plan is to book another away day with focus on Personalisation and Direct Payments
			Set up social work learning set	SWL&StG	Ruth Allen	March 2009–Set up and ongoing
			Progress detailed action plan on Sutton Social care Review	SWL&StG	Mark Clenaghan	March 2009 Action plan progressed and monitored through internal

						governance process.
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3. Transforming Social Care	3.1 Personalization	MH involvement in LBS TSC programme	Programme structure to be agreed.	LBS	Shaun O'Leary /Mariette Akkerman	March 2009- Mark Clenaghan to discuss programme structure with Shaun O'Leary
			Ensure mental health involvement	SWL&StG	Mark Clenaghan	March 2009 Mark Clenaghan to discuss with Shaun O'Leary
		40 direct payment support packages by 31.3.09	Targets set at team level and performance monitored.	SWL&StG	Mark Clenaghan	March'09 DP process reviewed and agreed. 11 DPs in place
		Increase proportion of people helped to live at home.	Denominator for this indicator to be agreed i.e. enhanced CPA or social care only	SWL&StG LBS	Mark Clenaghan Shaun O'Leary	Q2 – 2.3% Q3 – 2.3% Data to be pulled from Rio
	3.2 Mental Health Day Care	Day care provision is evidence based and meets need.	Review existing day care provision within joint commissioning strategy and personalisation agenda	S&M PCT LBS	Audrey McDonnell Shaun O'Leary Mark Clenaghan	March'09  To be considered within TSC programme and timetable
	3.3 Vocational outcomes	Improve vocational outcomes	Review performance with existing 3 <sup>rd</sup> sector provider	LBS	Richard Gorf	March'09  Mainstream contract to be reviewed  Remploy pilot - two

					Mark Clenaghan	workers currently working in CMHT's
		Improve reporting of vocational outcomes	Ensure vocational outcomes reported into LA performance structure		Richard Gorf	March'09 Monitor Mainstream performance
					Mark Clenaghan	Vocational outcomes reported in SLA and balanced scorecard

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4. Safeguarding & Deprivation of Liberties Safeguards (DoLS)	4.1 Safeguarding Vulnerable Adults	Full awareness of procedures	2 people per team receive enhanced training by 31.3.09	SWL&StG	Mark Clenaghan	March 2009 5 people have received the enhanced training – aim is to have 2 per team trained by July 2009
		Full implementation of procedures	25 by 31.3.08	SWL&StG	Mark Clenaghan  Shaun O'Leary	Q1 – 0 Q2 – 9 Q3 – 21 Q4 – 36  Impact on capacity to be reviewed
	4.2 DoLS	Full awareness of procedures	Training to be targeted at AMHP for Nov 08 – Jan 09	LBS / SWL&StG	Shaun O'Leary / Mark Clenaghan	March 2009 1 person trained at present –3 trained by 30.4 Interim arrangement being set up to respond to referrals.
		Full implementation of procedures	By 01/04/09	SWL & StG	Mark Clenaghan	April'09 As 4.2
	4.3 Safeguarding Children	CAMHS governance is consistent with Safeguarding Children Procedures.	All staff to have undergone safeguarding children training	SWL&StG	Zowina Green	March'09 March 2009 ZG to audit current training uptake and plan for outstanding need
		Vulnerable	Protocol to be agreed with LBS	SWL&StG	Mark	March'09

		children are identified where adult teams are treating father/mother etc.	Children & Families	LBS C&F Dept.	Clenaghan	GM to complete protocol and agree with LBS.C&F  Joint forum in place to discuss interface cases.
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5. Resources	5.1 Clarification of resources within which expectations need to be met.	Clear, consistent and achievable expectations.	Clarify PCT investment using available benchmarks	S&M PCT SWL&St G	Adrian Davey	March '09 To be considered within Commissioning Strategy.  Review of CMHT provision to be scoped
			Agree impact of annual efficiency savings	S&M PCT SWL&St G	Adrian Davey Mark Clenaghan	March '09 Completed for 2009.10 budgets
	5.2 Clarification of resources within which expectations need to be met.	Work within monthly Balanced Scorecard	Clarify and benchmark LBS budget for - provision - commissioning	LBS	Shaun O'Leary / Mark Clenaghan	March '09 Ongoing within Section 75 meeting
	5.3 High	Reduce	Recruit a	SWL&St	Mark	March '09

	proportion of resource spent in out-of-area placements	out of area spend and re-invest in local mental health infrastructure	Placements review officer on invest to save basis.	G S&M PCT  LBS	Clenaghan Audrey mcDonnell Shaun O'Leary	Invest to save worker recruited – work plan and performance structure agreed
			Review existing Placements authorisation process.	SWL&St G  S&M PCT  LBS	Gill Moore Patrick Hopkinson	March 2009 Draft protocol to be agreed in April 09 as part of the Section 75 agreement
	5.4 Clarity of respective accountabilities	Ensure clear accountabilities	Reflect accountabilities in Sec.75 agreement by 31.3.09	SWL&St G  LBS	Mark Clenaghan  Shaun O'Leary	March'09 ongoing discuss with Section 75

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6. Performance reporting	6.1 Variable performance against key indicators.	Improve performance from clarity on reporting content and processes	Use Balanced Scorecard and agree MH data set to be reported into LA indicators, and processes to support this.	LBS SWL&StG	Shaun O'Leary Mark Clenaghan	March'09 Ongoing - Monthly Reporting Structure agreed
		Improve performance through teams being managed against clear set of indicators	Use Balanced Scorecard and other LA indicators that Trust will manage performance against, and ensure processes to support.	LBS SWL&StG	Shaun O'Leary Mark Clenaghan	March'09 See 6.1
		Integrated business planning	Relevant sections of action plan to be integrated within Joint Business Planning approach	LBS SWL&StG	Richard Gorf	March 2009 Integrated business plan agreed

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7. Legal Framework	Services compliant against new legislation	Services compliant against new MHA	Ensure S/Ws trained to AMHP level (see 1.2)	SWL&StG LBS	Mark Clenaghan Shaun O'Leary	Complete
	7.2 Development of Adult Mental Health Practitioner (AMHP)	All Sutton AMHP's to have contractual relationship with LBS	<p>Ensure effective and regular supervision</p> <p>Ensure 18 hours refresher training p.a.</p> <p>Ensure health and safety of AMHPs whilst undertaking assessment</p> <p>Clear responsibilities for maintaining professional competence, and pathways to remove warrant where this is required.</p> <p>Legal indemnity whilst undertaking the AMHP role</p> <p>Access to legal advice whilst carrying out AMHP duties</p>	SWL&StG on behalf of LBS	Mark Clenaghan Shaun O'Leary	<p>March'09 Supervision structure agreed and implemented.</p> <p>Refresher training confirmed 8<sup>th</sup>- 10<sup>th</sup> July 2009</p> <p>AMHP manual approved and incorporates health and safety</p> <p>All AMHP's advised to join BASW</p> <p>Warranting procedures to be reviewed within Sec.75</p> <p>Legal advice from LBS issue of access to advice after 17.00pm to be</p>

		Services compliant against Deprivation of Liberty Safeguards by 31.3.09	Mental health to comply with LBS implementation plan (see 4.2)	SWL&StG LBS	Mark Clenaghan Shaun O'Leary	addressed. March'09 1 person trained at present –3 trained by 30.4 Interim arrangement being set up to respond to referrals.
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8. In-Patient Services	Concerns about safety/sustainability of I/P services on Sutton site	Agreed short, medium and long term solutions to delivery of I/P care for Sutton residents.	Independent review to determine what is required to deliver I/P services from Sutton Hospital over next 5-7 years.	SWL&StG S&M PCT	Mark Clenaghan Adrian Davey	March 2009 HASCAS site visit taken place – report expected in April'09
			PCT led review of I/P bed configuration - scheduled to report autumn '09	S&M PCT	Bill Gillespie	March'09 Ongoing

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9. Diversity	Ensure cultural sensitivity of services	Culturally sensitive services	To review commissioning of BME services	S&M PCT LBS	Richard Gorf Patrick Hopkinson	March'09
			To commission community development workers to local target	S&M PCT LBS	Richard Gorf Patrick Hopkinson	April'09
			To ensure significant Sutton event within Happy Soul III	S&M PCT LBS SWL&StG	Richard Gorf Mark Clenaghan	March 2009 4 Happy Soul events taking place in Sutton
			Ensure Equality Impact Assessments undertaken against Business Plan and service initiatives	SWL&StG	Mark Clenaghan	Ongoing - Equality Impact Assessment for Adult Service review being undertaken

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