Adult Services Quality Assurance Report 2010 - 2011

Appendix 2

Quality Assurance & Learning Board Action Plan

Outcomes from 2009/10 Annual Report

The 2010/11 QAL Action Plan comprised nine recommendations aimed at improving systems and processes to enable improved QA data on which to act. The action plan also contained developmental aspects where internal and external colleagues were brought together to share and learn in order to improve understanding and practice.

Recommendation	Action	Progress/outcome
1. Demonstrate QA priorities and outcomes.	Produce a You Said and We Did Report that evidences from 2008/09 QA feedback and our response and outcomes to deliver improvements. (From April 2010)	**Achieved.** Quarterly report produced outlining evidence to achieve outcomes across 4 QAF quadrants: - Independent challenge - Consumer/citizen challenge - Provider challenge - Professional challenge
2. Continuous development of the QA and Learning Board, ensuring key staff represented.	Review membership and TOR (at Quarterly QAL Board Meetings)	**Achieved.** Structure of meeting reviewed and new member's co opted as necessary. Commissioning representative to be in attendance at each meeting.
3. Refresh QAF	Update and incorporate Harrow developments and good practice identified from other local authorities.	**On hold.** DH published key Adult Social Care strategies that include QA. SMT have

		reviewed priorities and are producing an Adults service plan. The QAF will be completed following the finalisation of the service plan and clarity around QA standards known.
4. Map all strategic QA activity across directorate to give senior managers an overview.	Produce a QA tracker showing on a monthly/annual basis all QA activities. (August 2010)	**Achieved.** QA Tracker produced showing month by month activity through: Surveys, consultations, complaints, inspections, user, carer and tenant feedback, safeguarding, case file audit
5. Establish a dedicated QA Managers Forum	Facilitate managers meeting to engage initially Adult Services in the development of QA good practice. Involve Performance Team colleagues As part of the QAF Refresh develop materials/handbook to support managers (Six weekly meetings as part of directorate performance regular meeting cycle. Initial meeting July 2010) Developmental as meetings occur and QAF refreshed.	**Achieved.** Regular meetings held with care management team/service managers and other Adult Services colleagues. Performance issues are standing items on agenda. Prior to CQC changes the group focussed upon linking revised CQC outcomes with local directorate standards. Importance of undertaking regular case file audits was discussed and a revised case file audit procedure developed.
6. Housing Service to undertake the Customer Service Excellence Standard (CSE).	Register to commence CSE Standard Gather evidence and submit for preparatory assessment Register by October 2010 and complete the process by March 2011.	**On hold.** Application coincided with commencement of HAP it was agreed to put CSE Standard on hold and to

		review following HAP2 refresh.
7. Develop Health and Safety incident/legal issues QA reporting mechanisms.	Make contact with Health and Safety/Legal Depts to discuss and take forward (November 2010)	**Achieved.** Meetings established and outcomes reported at QAL Board.
8. Investigate establishing London wide QA lead officers group	Identify and contact LA leads to explore interest Set up meeting Make initial contact over summer and establish first meeting	**Achieved.** Harrow has led the establishment of a pan London QA group that meets quarterly. The focus is to explore qualitative developments and to share good practice.
9. Investigate developing int/ext customer standards bench marking activities.	Contact corporate QA lead (June 2010)	**Achieved.** Cross directorate data is available but difficult to compare with other councils as standards vary across organisations.