

Organisation Name:	Central London Community Healthcare Trust	Individual Completing Action Plan:	Rachel Dines, Clinical Operational Manager
Service Area:	Maximising Independence Team	Phone: Email Address:	07990353179 rachel.dines1@nhs.net
Action Plan Title:		Intermediate care at Home, Wandsworth Maximising Independence Team, CLCH	
Start Date:	October 2019	Completion Date:	
The aim of this Action Plan is to:		To investigate the home based Intermediate Care services in Wandsworth in order to provide a fuller picture of all IC services in the borough and provide comparisons with bed based and day centre based services.	
Evidence Base / Rationale for undertaking this Action:		Health Watch spent 5 days on observation visits and received 12 responses to surveys via various mediums. Although the feedback from our patients was positive, there were recommendations following this project.	

RAG - GREEN: complete/in action; **AMBER:** on time but not yet started/missed target but action in place to resolve; **RED:** missed target with no action to resolve)

Recommendation	Action required	Start Date	Finish Date	RAG	Action owner	Outcome/target	Update
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To ensure patient knows what to expect from the service beforehand	Creation of a patient leaflet to be given at initial assessment to help the patient understand the service and expectations	March 2020	June 2020		Rachel Dines CLCH Patient experience Team CLCH communications Sarah Wright	Each patient will be provided with a leaflet informing them of the MI service pathway and the service provided.	
	A session with	March 2020	June 2020		Rachel Dines	All staff will be	

	the staff on communication skills and how to ensure the patient has understands the service and their roles.				CLCH Patient experience Team Sarah Wright	appropriately trained	
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Recommendation 2	Action required	Start Date	Finish Date	RAG	Action owner	Outcome/target	Update
To have a clear named key person for patients contact	To provide patient with a 'patient folder' this will include the names of their therapists and contacts	March 2020	June 2020		Rachel Dines CLCH Patient experience Team/ patient volunteers CLCH communication team	Each patient will be able to contact the appropriate therapist and feel confident that they can communicate with the team.	

Recommendation 3	Action required	Start Date	Finish Date	RAG	Action owner	Outcome/target	Update
To continue to work on increasing patients confidence in	To provide staff with self-management training such as 'bridges' to	March 2020	Sep 2020		Rachel Dines CLCH Academy/ Learning and development	The team will integrate a self-management approach throughout thei	

their own ability	ensure the team empower the patient to feel confident in self-managing their presentation.				team Sarah Wright	patients intervention. This will support patients to feel confident to self-manage their presentation and will reduce reliance on MI services, enhancing the efficiency and impact of their care and rehabilitation	
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Recommendation 4	Action required	Start Date	Finish Date	RAG	Action owner	Outcome/target	Update
To ensure discussion is held with patient/family member/ carers on what happens once they are discharged from the service, how to keep well and who to go to help, should they need help with similar problem	To set out a clear pathway within Maximising Team that ensures that each patient is provided with a 'discharge meeting' with attendance of the relevant key stakeholders to discuss their discharge from the service	March 2020	Sep 2020		Rachel Dines CLCH Academy/ Learning and development team Sarah Wright	All patients will be provided with a designated meeting to discuss their discharge will provide the patient with and their families/carers clarity. The clinician will use this meeting	

						to inform the patient of how to maintain their wellbeing and where to refer to in the future.	
	<p>To review the discharge report provided by the MI service to ensure this accessible to all patients, with :</p> <ul style="list-style-type: none"> - clear recommendations on how to maintain their wellbeing -who is involved in maintaining this. - Referrals to other services - Clear guidance on how/ who to contact in the future for intervention. 	March 2020	Sep 2020		<p>Rachel Dines</p> <p>Sarah Wright</p> <p>Wandsworth EMIS</p> <p>CLCH communications team</p>	<p>All patients will be provided with a discharge report which will be written to the patient with limited clinical jargon to enable them to take ownership of their wellbeing after this episode of care with MI. The discharge report will have recommendations on how the patient can maintain their wellbeing and also a directory of various provision in Wandsworth both health/social which the patient can access</p>	

	To provide staff with the appropriate training to ensure their communication skills are clear and effective with the patient throughout their intervention with the service and specifically at point of discharge	March 2020	Sep 2020		Rachel Dines Sarah Wright MI SLT Team CLCH academy	All staff will be trained.	
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Recommendation 5	Action required	Start Date	Finish Date	RAG	Action owner	Outcome/target	Update
To improve communications and coordination with and between other agencies involved in the patients care	To carry out in service training sessions with external agencies to increase knowledge of these services and to build better working relationships	March 2020	Sep 2020		Rachel Dines CLCH Patient experience Team CLCH communications Sarah Wright	All staff will be aware of the various agencies within Wandsworth and how to communicate effectively with them	
	To use the patient folder collectively with	March 2020	June 2020			The patient will be empowered with a single	

	other agencies so the patient is aware of who is involved with their care					reference point to access the relevant information of the agencies involved in their care.	
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Recommendation 6	Action required	Start Date	Finish Date	RAG	Action owner	Outcome/target	Update
To ensure that all patients/family members/carers are involved in setting their own goals and that that this regularly reviewed	To set out a clear pathway within Maximising Team that ensures that each patient is provided with a "goal setting meeting" and 'review meeting' with attendance of the relevant key stakeholders to discuss their goals and intervention plan	March 2020	June 2020		Rachel Dines CLCH Patient experience Team CLCH communications Sarah Wright	All patients will be provided with designated meetings to discuss their goals and for them to be reviewed and this will be open to attendance of all stakeholders involved in these goals.	

Recommendation 7	Action required	Start Date	Finish Date	RAG	Action owner	Outcome/target	Update
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To refer patients to a signposting service like social prescribing and mental wellbeing support.	To provide all staff with the knowledge and awareness of the various services such as social prescribing and mental wellbeing	March 2020	June 2020		Rachel Dines CLCH Patient experience Team CLCH communications Sarah Wright	For all staff to be informed of these services and aware of how and when to refer	
	To meet with these providers to increase collaborative working	March 2020	Sep 2020		Rachel Dines Sarah Wright	To establish links clear referral routes and communication routes	
	To provide this information in patient folder/leaflet	March 2020	June 2020		Rachel Dines CLCH Patient experience Team CLCH communications Sarah Wright	To increase patients awareness of the provisions available to them in Wandsworth	