

**Moston Health Forum
Health & Care Working Group
ACTION PLAN – Updated 17.5.10**

Issue	Action	Person(s) Taking Forward - responding	Progress	Latest update
Letter outlining Key Issues and Standards raised by Group.	Letter compiled and sent to Nike/James. This was passed to Nathan Atkinson Manager of contract team.	Through James/Mike –	Nathan Atkinson, intending to attend the next meeting of the H & C Group.	Nathan attended the meeting 22.3.10. Handed a response to our letter, and a copy emailed to all members of group. Discussed items updated on Plan.
Monitoring equipment as part of the range of assisted technologies provided by Adult Social Care received very positively.	Brochure of full range of equipment and assisted technologies to be viewed by Group	James	Will be brought to next meeting in June.	Updated at meeting 22.3.10 Will ask James to bring to next meeting.
Moston Health Forum – GP representatives did not know of the assisted technology available through Adult and Social Care.	To provide a demonstration of equipment at a Central point – inviting GPs, and carers reps.	James received a positive response from Assistive Technology Project Manager (Andy Lomax). Shirley/Bren to organise.	Andy Lomax is willing to attend a session with GP's Carers to demo. Health Forum officers now need to organise.	Updated 22.3.10 Organisation of this on Health Forum Agenda.
Standard level of Care for each person receiving service. Everyone should have a Named Lead Carer – with 2 consistent carers	Should work towards this level of continuity.		Number of carers available is insufficient for the number of people requiring care. At least 500 new carers would be needed to provide this level of service.	Raised 17.5.10 This links to the recruitment, training and retention of Carers. Getting rid of the outdated image of carers. Look to hold a Citywide event -
Tender Process should be able to identify Care Providers who receive preference for meeting Council's criteria.	Pay Structure for Carers incl. Manchester minimum Retention rate for carers Paid training opportunities	?	Should all score higher during the tender process.	Raised 17.5.10 MCC working to achieve, but without extra cost burden on MCC.

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	for Carers Managers to be at the minimum qualification level.			
Home Care Providers failing to deliver the service they are paid for, leaving the people cared for without service.	<p>Could performance related financial penalties be imposed by withholding payment to a provider who fails to deliver and meet contract?</p> <p>This is about forcing the company to provide the service.</p>	Nathan Atkinson	Nathan will keep us up to date re: developments	Wish MCC to look for a way of working out a fixed value for a Company consistently failing to provide a service – not one-off failures. – See mins.
Electronic Monitoring	<p>This does not work when some clients do not allow the carer to use their home phones</p> <p>Care mgrs are supposed to carry out spot checks, but information suggests this does not happen.</p>	?		<p>MCC have access to each companies live electronic monitoring system.</p> <p>When a client lives alone and has no family – they are classed Red status.</p>
When care fails, people often feel too vulnerable to make a complaint, for fear of withdrawal of service, or reprisal in some way.	At Care Assessment stage – process could be explained by Care Manager. Any complaint will not jeopardise care received. Local Cllrs. Phone numbers could be	Vicky	A review of leaflets is taking place. Group suggested leaflets should be clear, concise without being over wordy. A contact list to keep by or stick	<p>Raised 22.3.10.</p> <p>Vicky has raised info at Care Assessment with her manager. Will update on response.</p> <p>Need to take up with Vicky's manager –</p>

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	included in information – everything dealt with in confidence. Care provider would be held responsible and to account.		by the phone would be useful. Vicky will keep group informed and pass on comments.	Vicky now left post.
Leaflets are provided which explain complaints process. Group felt that leaflets can often make sense to service providers, but may not appear clear to lay people.	A small group of volunteer residents who could look at the draft leaflets before print might prove useful feedback. Bren sure this could be facilitated.	Vicky to feed back to Carers Strategy Team.	Await feedback from Vicky	Raised 22.3.10. Vicky has emailed Cath Ryan (ASC promotional material). Will update on response. Need to take up with Cath Ryan now Vicky has left post.
There is an Advocacy Service which would assist people with no relative to assist with complaint.	Work was undertaken by MACC, and the recommendations accepted by Adult Social Care, but no funds were found to progress the recommendations. A review of advocacy service is now being undertaken. This now has to comply with a national standard to bring Advocates/service users together as a forum.	Mary (MACC)	Mary provided Advocacy contacts for North Manchester and paper explaining Advocacy for Older People – what it and what it is not.	Distributed 25.5.10 Need feedback on the review.

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Advocacy Projects in North Manchester, do not get referrals from Care Managers	Care Managers need to receive information/presentation to show how to use the Advocacy Services as a resource, rather than a threat.	?		Raised 17.5.10
It was suggested by Cllr. Cooper that neighbours could help keep an eye on vulnerable neighbours (with their agreement). Homewatch network could be used – it is already in place and meets the criteria.	Suggested this would make an excellent citywide campaign.	Nathan		17.5.10. Nathan had asked Gillian Moncaster to look into this. Gial provided GMP Homewatch Co-ordinator details. Janet Hadley, North Policing Division, Operational Policing Unit, Grey Mare Lane Police Station, Bell Crescent, Beswick, M11 3BA. Further discussions to take place.
Training for neighbours who might be willing to provide an element of support to vulnerable neighbours. (Link to above)	Take Up Champions training org. by Care and Repair could be tweaked to offer sessions on 'How to Access Services', 'Care in the home', 'Residential Care'	All members of the H & C group.	We need to explore this further	Raised 22.3.10 This is connected to above.

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<p>Group is still keen to emphasise that Care Providers do not lose a great deal when they have failed in their service. They just get a breathing space, and often continue with their failure in service, once they have been through the process of suspension & support.</p>	<p>Group keen to make the point that the Council, not the Company has the duty of care and is responsible if something goes wrong.</p>	<p>Nathan</p>	<p>Contract/Tender issues</p> <ul style="list-style-type: none"> ○ ASC trying to be innovative without excessive cost ○ Need to consider Managers, as well as Carer qualifications – which should be NVQ4. Companies should demonstrate willingness to pay training costs. ○ If not providing contracted support regularly – question further contract awards. ○ Need more sophisticated way of choosing companies. ○ ASC trg customers to be involved in tender process – this group welcome to be involved. 	<p>Discussed 17.5.10 (Bren reported 2 further incidence of failed weekend service 19.5.10.</p>
<p>Group wished the issue of low pay for carers to be raised</p>	<p>Companies who gain contracts with MCC</p>	<p>Mike</p>	<p>Needs to be included as part of the tender</p>	<p>Discussed 17.5.10</p>

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again.	should have to sign into Manchester's low pay policy, and not just follow national guidelines.		process. Carers image out of date – should be renamed. Paul Cassidy is trying to ensure M/cr minimum wage is paid to Carers	
Group wish the issue of Training for Carers to be kept on the Agenda. In terms of consistency in standards and in Carers receiving pay while undertaking training.	These need to be part of the contacts awarded with MCC.	Mike	Part of the contract/tender process	Discussed 17.5.10
Appropriate Care Homes for people suffering from multiple need – particularly Dementia. Difficulty for people accessing appropriate places within Manchester.	Residents, or their families who feel they have been inappropriately placed in a Care Home for whatever reason, needs to go back to their Care Manager. Residents active in their neighbourhoods need a list of Care Homes and their criteria for admission.	Gillian	There are Care Homes in Manchester which are registered as providing a service for people with dementia. There are also homes with have a particular wing designated for people with dementia. Gillian will email a list of the Care Homes and criteria for admission.	Raised 22.3.10
Families of people in care are being asked to top-up	Could we have clarity as to the exact rules in terms	Nathan Atkinson could provide the rules regarding		Sorry missed item emailed 25.5.10 to

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payments from MCC who have a ceiling of £200 contribution. This is happening even when there are no suitable places within Manchester and they are being placed outside the district.	of payments, so that active residents can at least explain the situation to people who ask them for assistance. Care Managers should also be providing the correct information.	payments and top up. Shirley will email to request.		request.
Dignity in Home Care Services	Process of Care Homes applying for the Dignity Award, could be applied to Home Care Providers.	Gillian Moncaster	Gillian explained that this was being looked into at the moment. She would be happy to report back to the group on progress.	Raised 22.3.10
MCC Policy which relates to management of Care Homes and Dementia.	Need to obtain a copy of the policy relating to this.			Raised 22.3.10

Red Text indicates new items or updates on existing items

Key :

Issues with provider/contracts	
Service User complaints process	
Community support for vulnerable neighbours	
Care Homes in North Manchester and payment criteria	