

## **Appendix F - Issues to consider for Locality Review Action Plans**

The Locality Review Action Plans should be written by Operations Managers, agreed by Locality Managers and have contributions from Practice Managers, Business Resources Managers and care management and Business Resources staff as appropriate.

The following is not meant to be prescribed or comprehensive but raises issues for consideration when writing the review action plans. Each locality has different issues and pressures which the action plan needs reflect.

- ◆ Decide which cases to prioritise for review - by date, geography, case type and so on.
- ◆ Agree who is responsible for receiving the review list from Business Resources - such as, review care managers, Practice Managers.
- ◆ Consider communication with and impact on service providers - lead?
- ◆ Work with NHS PCTs to negotiate whether FNC nurses can undertake nursing care home reviews or whether this has been agreed how the FNC nurses will be supported / trained.
- ◆ How will review care managers be deployed to ensure partnership approach with key stakeholders.
- ◆ How will Business Resources staff be deployed to ensure partnership approach with key stakeholders.
- ◆ Use of the 'Desktop Review Tracking' spreadsheet.
- ◆ Who is responsible for receiving performance management information, taking necessary action, communicating and monitoring targets and so on.
- ◆ How will staff views / learning across care management and business resources be captured to revise the approach.
- ◆ How will service user's / carer's views be captured to inform the approach.
- ◆ How will service provider's views be captured to inform the approach.
- ◆ Making links with CPA.
- ◆ Clarity on how Devon service users will be reviewed in other local authority nursing or residential homes.
- ◆ Ensure staff are clear that FACS eligibility must be evidenced at review.

- ◆ Review care pathways to ensure referral / reviews / reassessments do not create duplication / overly intrusive practice.
- ◆ Reduce need for reviews through promotion of Time Limited Services across community and hospital settings.