

Module 1

Implementing SAP in Your Area

Intended Learning Outcomes:

At the end of the module, the participants will:

- Have a greater understanding of SAP.
- Have had an opportunity for discussion around SAP and its implementation.
- Understand where each role fits into SAP.
- Identified local issues in order to inform the work of the Local Implementation Team.

Relates to: KSF Core Dimensions 2, 3, 4, 5, 6
Specific Dimensions IK1, G2

Time: 1 hour 30 minutes for Activity 1 (an additional 1 hour or longer for activity 2 which is optional)

Materials: Flip chart and marker pens
PowerPoint or overhead projector

Handouts: SAP Assessment Process flowchart
SAP Implementation Guidelines: Section 1 - SAP Policy
SAP Implementation Guidelines: Section 2 - Legal Framework

Activity 1

- 1) Show the SAP basic awareness PowerPoint presentation and 4 minute DVD- Success with SAP and hand round copies of tools and or flow chart if appropriate.
- 2) Get into groups of 6 - 8 each with a facilitator. Ideally, undertake this module in mixed groups, with staff from different agencies or job roles.
- 2) Facilitators lead structured discussions about the following topics, ensuring that everyone has a chance to air any worries and concerns, and establishing what they feel that they have understood so far.
Note: Post-it notes can be useful for individuals to write any points on and share quickly on a flipchart or in pairs/small groups

Topics:

- Key Principles of the Single Assessment Process
- Legal and policy context
- Standards for assessment and joint working
- Pros and cons
- Ideas for making it work
- Questions

- 3) Each group should identify a key issue to share with the other groups.
- 4) The facilitator will disseminate feedback to the Local Implementation Teams.

Activity 2

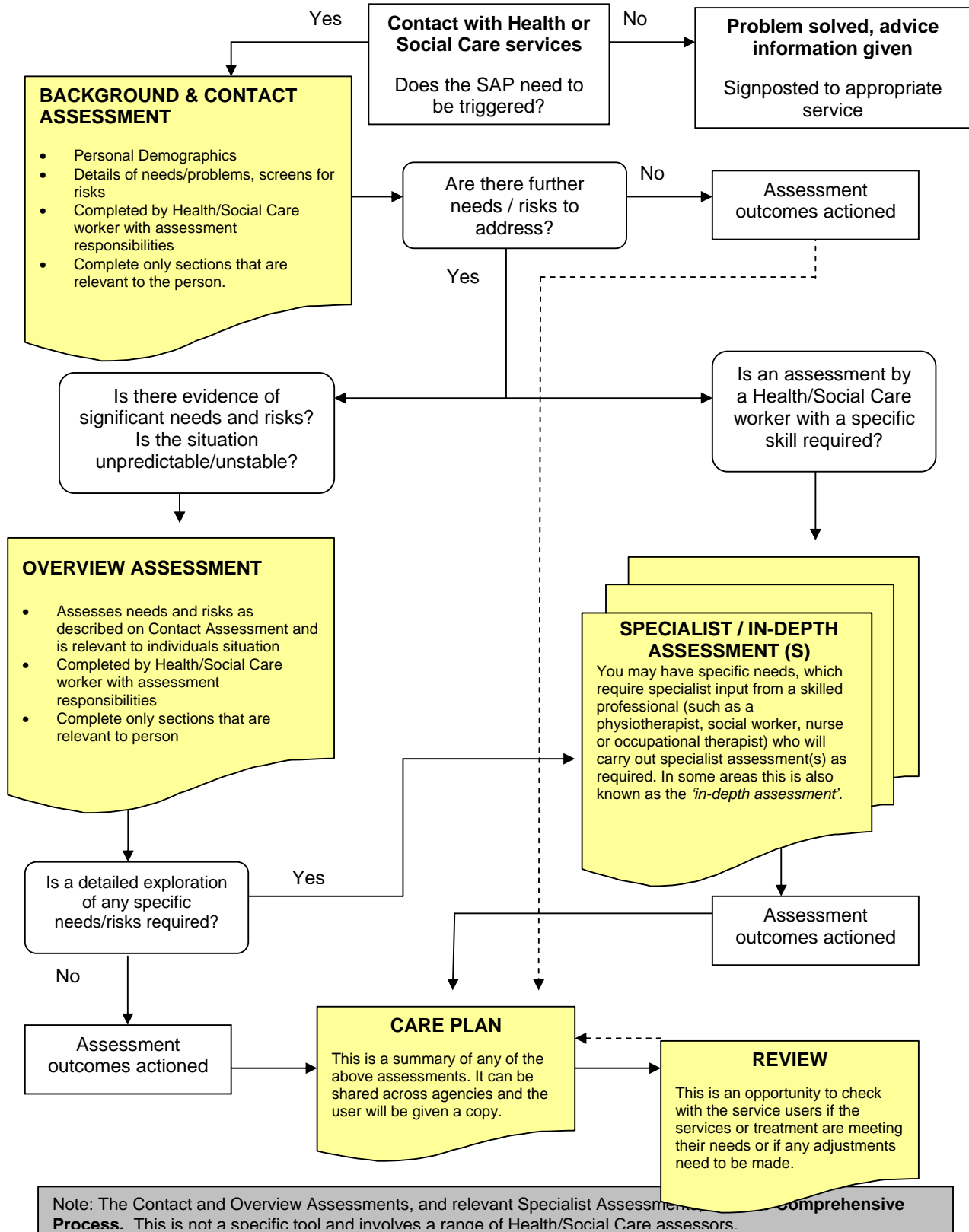
- 1) Organise people into groups within their own agencies. They need to be working within the same systems, i.e. reablement, ward, PCM, care co-ordination etc.
- 2) Give each group a piece of flip chart paper and some scrap paper to practice on. Make it clear that the information on it will be shared with the wider group.
- 3) Ask each group to spend 10 minutes drawing (on the left hand side of the paper) a simple flow chart of the process a service user or patient goes through from first contact to end of assessment (it is a good idea to do this in rough first). This is not a full process mapping exercise - timescales etc are not important, just the basics.
- 4) Then spend 15 minutes listing the information gained at each stage on the right hand side.
- 5) Ask the group to stick the sheets up around the room and spend 10 minutes looking at each other's work, identifying areas of similarity, and areas of difference.

In the larger group, record the areas of common ground and overlaps.



Handout 1 - SAP Flowchart

Mod 1 H1



The Single Assessment Process (SAP) Policy

Purpose

This policy is aimed at all staff in NHS and social care organisations (or wider) who undertake the assessment and care planning of health or social care needs. It requires staff to use the Single Assessment Process (SAP) in place of existing processes. This is initially as a paper or word template version, but from April 07, an electronic version (**eSAP**) will be gradually introduced to make this process easier. The implementation of SAP and eSAP is the responsibility of each participating organisation, alongside their own policies, protocols and procedures. The SAP policy is an overarching policy, which all organisations will use as a basis for their own more detailed ones.

Background

The Single Assessment Process (SAP) originated from the Older People's National Service Framework (NSF) which was launched by the Department of Health in March 2001 with the aim of promoting independence, ensuring that age discrimination is eradicated and that older people and their carers receive consistently high quality services, wherever they live and whatever their circumstances. Standard 2 emphasises the need for a person centred approach and one single assessment process for NHS and social care staff to assess the health and social care needs of people without unnecessary duplication and ensuring the amount of assessment is proportionate to the person's needs.

In the Southwest peninsula (as in many other parts of the country) it was decided to apply the Single assessment Process across adults (except Mental health where the Care Programme Approach (CPA) will still be used though this can be seen as a specialist assessment within SAP).

What is the Single Assessment Process (SAP)?

The Single Assessment Process is a new way of assessing health and / or social care needs for adults. It involves health and social care organisations working closely together with the person themselves and their carer (if they have one) to enable services or treatment to be received at the right time, through a multi-agency assessment, care plan and review process.

With the person's permission, assessment information will be shared with staff across health and social care agencies that are involved in providing care or services for the person. This means different professionals contributing to one assessment rather than repeating the process in separate assessments. This is a big culture change for staff in health and social care organisations,

but it will be made easier with the introduction of an electronic SAP to enable information to be passed easily between the two.

Are there different types or levels of assessment within SAP?

Although SAP is a single assessment process in order to ensure assessment is only proportionate to a person's needs there are 4 different types of assessment:

- **Contact** – at the initial point of contact basic personal information and presenting problem is gathered including some risk assessment screening. A multi agency referral tool that can be completed by a range of different staff.
- **Overview** – a holistic assessment that gives an overall picture of the person's needs from a health and social care perspective. Includes risk triggers and information about other services or treatment and whether any further specialist assessment is required.
- **Specialist** – one or more specialist assessment may be carried out when specific difficulties have been identified at contact or overview for unstable, unpredictable or complex needs and a specialist professional opinion is required.
- **Comprehensive** – in the southwest peninsula this is process not another tool. It is for complex, unpredictable and unstable cases where a large care package is likely and a number of professionals or agencies are involved. A person is required to co-ordinate the various professional contributions and monitor progress.

(For list of tools to cover these types of assessment see section 5 –SAP Tools and SAP at a glance available on www.devon.gov.uk/sap-pro)

What can service users and carers expect from SAP?

- The person will receive an information leaflet about the Single Assessment Process, explaining what SAP is, information sharing and consent, how information is stored, how decisions are made and how to make a complaint.
- The person being assessed will be central to the assessment process. Their views and wishes will be listened to and acted upon when ever



possible. If this is not possible, then a full written explanation of the reason will be provided.

- The person will be offered a copy of their assessment or a summary and be provided with a copy of their care plan, explaining what services and treatment will be put in place.
- With the person's consent, one assessment will be carried out and shared across different health and social care agencies. This should limit duplication of effort and the assessed person repeatedly providing the same information.

When should SAP be used and what should it replace?

Whenever there is a request for an assessment to identify needs for services and treatment in the NHS or social care then the Single Assessment Process should be used. This should replace any existing assessment processes and enable joint agency assessment and care planning.

Which organisations will be using SAP and who has agreed this?

The Single Assessment Process Programme Board (with representatives from each participating organisation) has agreed a common set of documentation across all NHS and social care organisations in the southwest peninsula (excluding Mental Health). Each organisation should ensure that SAP replaces existing assessment documentation whenever possible to eliminate any duplication.

The participating organisations are:

- Cornwall Adult Social Care
- Cornwall & Isles of Scilly PCT
- Devon Adult Social Care
- Devon Doctors on Call
- Devon PCT
- North Devon Healthcare Trust
- Plymouth PCT
- Plymouth Community Care Services
- Royal Devon & Exeter Foundation Trust
- South Western Ambulance Trust
- South Devon HealthCare Trust
- Torbay Care Trust

- Royal Cornwall Hospitals Trust*
- Plymouth Healthcare Trust*



* These organisations are not participating in eSAP at present. However, they will be participating in the principles of SAP and have licences for using the FACE tools.

Handout from SAP Implementation Guidelines

SAP Legal & Policy Framework

The Department of Health National Service Framework for Older People 2001 requires NHS and social care organisations to undertake one single assessment process to avoid duplication and ensure a person centred approach. There are a number of other legal responsibilities for NHS or social care organisations which impact upon the Single Assessment Process (SAP). Staff should familiarise themselves with these.

Table 1 - Legislation for Local Authorities and NHS Organisations

Local Authority	NHS
NHS and Community Care Act 1999	NHS and Community Care Act 1999
Chronically Sick and Disabled Persons Act 1976	National Health Service Act 1977
	Health Act 1999
Health and Social Care (Community Health and Standards) Act 2003	Health and Social Care Act 2001
	NHS Reform and health care professions Act 2002
Disability Discrimination Act 1995	Disability Discrimination Act 1995
Mental Health Act 1983	Mental Health Act 1983
Mental Capacity Act 2005	Mental Capacity Act 2005
Children Act 2004	Children Act 2004
Carers Act 1996 Carers (Equal Opportunities) Act	Carers Act 1996 Carers (Equal Opportunities) Act
Care Standards Act 2000	Care Standards Act 2000
Community Care (Delayed Discharges) Act 2003	Community Care (Delayed Discharges) Act 2003
National Assistance Act 1948	National Health Service (Consequential Provisions) Act 2006
Race Relations (amendment) Act 2000	Race Relations (amendment) Act 2000
Employment Equality (Sexual Orientation) and (Religious Belief)	Employment Equality (Sexual Orientation) and (Religious Belief)
Equality Act 2006	Equality Act 2006

Employment Equality (Age) Regulations 2006	Employment Equality (Age) Regulations 2006
	NHS Code of Practice Records Management 2006
Information Sharing and Holding of Data	
Police and Criminal Evidence Act 1984	
Common Law Duty of Confidentiality	
Data Protection Act 1998	
Computer Misuse Act 1990	
Human Rights Act 1998	
Freedom of Information Act 2000	
Local Government Act 1972	
Crime and Disorder Act 1998	

Most legislation since 1977 has been summarised within three acts of parliament. These received royal assent on 8th Nov 2006 and will come into effect on 1st March 2007 (subject to a few exceptions). These are: The National Health Service Act 2006, The National Health Service Act (Wales) 2006 and the National Health Service (Consequential Provisions) Act 2006.

Information sharing

The information sharing aspect of Single Assessment is primarily covered by the legislation listed in the table above, together with other specialist legislation on health and social care. Essentially, all personal information collected on the individual must comply with confidentiality rules and be protected as specified in the Acts above. The individual must be properly informed on the use of their information, and their consent obtained before sharing with other agencies involved in their care. For more detailed information on information sharing, see SAP Implementation Guidelines: Section 4 - Sharing and Protecting your Information, and the Southwest NHS and Social Care Information sharing protocol at www.devon.gov.uk/sap-pro

Other Relevant Policies or Strategies

- Fair Access to Care Services 2003 - guidance on eligibility criteria for social care
- The Continuing Care (National Health Service Responsibilities) Modification Directions 2006



- National Service Framework for Long Term Conditions - Good Practice Guide and Examples 2005
- Urgent Care - Department of Health Direction of Travel for urgent care (2006)
- White paper - "Our Health, Our Care, Our Say" and Making it happen (2006)
- No Secrets guidance developing multi-agency policies and procedures to protect vulnerable adults from abuse 2000
- The Caldicott Report 1997 - (confidentiality principles)
- The Coughlan judgement 1999 (continuing health care)
- The Grogan judgment 2006 (continuing health care)
- National Care Standards Commission Regulation & Standards
- Dignity in Care Campaign - Dept of Health
- NHS Code of Practice on confidentiality
- The Community Care Assessments Directions 2004

For more details of the above and other relevant policy and guidance, see the Department of Health website www.dh.gov.uk.

Another useful website with information about various conditions and host of the national SAP website is www.cpa.org.uk (Centre for Policy on Ageing).