

Whole Systems Review of Cheshire Sensory Impairment Services - 2008 / 09

Objective	Action	Timescale	Current Position
1. Identify current service provision delivered by Social Care, Health, Third Sector and Private Sector	Obtain information from all service providers in Cheshire and outside the area if appropriate.	January 2009	
2. Identify guiding Legislation and policy that influences and shapes the practice of services being delivered.	Research relevant Legislation to clarify statutory responsibilities and check recent influencing policy documents.	January 2009	Legislation obtained. Policy being researched.
3. Identify the current strengths and weaknesses in the systems and service delivery to individuals. Also identify gaps in services.	Issue questionnaire to all stakeholders and compile responses. Share with group, using information to influence action.	December 2008	Comments received from most group members. Information compiled onto single form.
4. Identify the holistic needs of sensory impaired people.	Consult with all stakeholders and others.	January 2009	
5. Investigate how others deliver sensory impairment services.	Research other areas - North West England and wider UK. Visit specific services if helpful.	January 2009	Being researched.
6. a) Outline current Pathway for service user and carer. b) Identify a future Care Pathway to achieve a cohesive, consistent and best value service delivery, giving improved outcomes for individuals, their family and local communities.	a) Map out current service provision and how these services are acquired. Look at processes, criteria and the +/- points identified in 4. b) Agree the desired Care Pathway and the further action required to achieve this.	January 2009 May 2009	
7. Identify a desirable operating option for the future service to ensure an effective response to individuals facing sensory loss.	Look at various viable options and consider which would be most appropriate, effective and achievable. Visit other services if appropriate.	June 2009	Damien briefed group and will remain involved.
8. Consult with wider stakeholders, including service users and carers to determine the preferred options for future delivery.	Present all information to wider stakeholders for serious discussion. Agree recommendations for all aspects of service delivery from initial contact to provision of services.	June 2009	Review group set up including reps from all relevant agencies.

9. Consider the provision of equipment and agree the range and method of provision in the future service.	Clarify current situation. Obtain information from other North West England and UK Services. Consider role of ChoiceEquip and ILC's. Agree future criteria, policy, range and process of equipment provision.	May 2009	Cathrine Ruston briefed review group about ILC role and development. VI team briefed by Susan Heap. Research taking place.
10. Maximise the use and potential use of current resources.	Link to 2, 4, 7, 8.	June 2009 and beyond	
11. Consider the links with, and the role of, others involved in Community Services (Housing, Culture, Leisure, Education, Transport, Roads etc) and how developments in these can be influenced regarding sensory impairment.	Identify appropriate services and named contacts. Look for local opportunities for consultation and negotiation.	July 2009	
12. Develop a comprehensive pack of important information to issue to the service user and / or carer. This could include some personal details as in the 'Information Prescription'.	Look at current information and how it is issued. Identify and agree improved version and distribution method.	April 2009	
13. Provide statistical information about sensory impairment services in East and West Cheshire including costs.	Obtain relevant information and share with group.	February 2009	
14. Ensure all stakeholders are in agreement and supportive to any new proposals regarding service delivery.	Confirm agreement and support of all stakeholders through regular meetings and discussions.	March 2009	
15. Agree how information about sensory impairment services will be made available to the public and other public services.	Consider options (leaflets, Internet) and formats. Plan and agree a more joined up style of service information.	June 2009	
16. Consider how the prevention of sensory loss can be promoted to the wider public.	Look at options and identify key links. Seek opportunities to promote.	June 2009	
17. Consider the role of Local Eye Health Groups and how these can be developed across the area.	Clarify role and current situation. Identify leads for any development.	April 2009	LEHG recently set up in Chester / Ellesmere Port Area and ECLO appointed for trial period.
18. Report the work and recommendations of the group to the new Authorities by July 2009.	Compile a final report including recommendations. Present the report to East Cheshire and West Cheshire and Chester Councils.	July 2009	