

# Lincolnshire Sensory Services

Adults Scrutiny Committee  
30 November 2016

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Agenda Item 5

# Agenda

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1	Welcome and Introductions	Marie Kaempfe-Rice and Clair McNally
2	Introduction: <ul style="list-style-type: none"><li>- Model of Delivery. Who we are?</li><li>- Scope of Service. What we do?</li></ul>	Jayne Oakes
3	Performance: <ul style="list-style-type: none"><li>- Headline figures from Quarter 2</li><li>- Case Studies</li></ul>	Jayne Oakes and Marie Kaempfe-Rice
4	Continuous Improvement: <ul style="list-style-type: none"><li>- Integration with Health</li><li>- Process Improvement and Service Development</li></ul>	Jayne Oakes and Partners
5	Question & Answers	

## Introduction

### Who we are?

Prime Provider model  
Local Partnership  
Staff structure  
Volunteers

### What we do?

Scope of Service. Adults, Children, all conditions VI, HI and DB.  
Eligibility  
Preventative and Reablement Service  
Referral Processes  
Adult Social Care Outcomes Framework  
Public Health Outcomes Framework  
Children's Outcome Framework



## Performance

LSS KPIs	Baseline Q2	Actual Q2	Percentage Performance
Referral	331	306	92%
Other Services Referrals	66	73	111%
Increased Confidence	74	71	96%
Better Communication	31	31	100%
Increased Independence	97	95	98%
Increased Mobility	33	33	100%
Gained Paid Work	6	6	100%
Reduced Isolation	26	23	88%
No. Paid Employees	18	18	For review
No. of Volunteers	84	82	For review
No. of Complaints	3	3	For review
No. of Compliments	7	20	For review
No. of Hours Paid	7800	6803	87%
No. of Volunteer Hours	800	608	76%

## Case Studies

### Adult Social Care Outcomes Framework

- Ensuring quality of life for people with care and support needs;
- Delaying and reducing the need for care and support;
- Ensuring that people have a positive experience of care and support;
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

### Public Health Outcomes Framework

- Improving the wider determinants of health;
- Health Improvement: Helping people to live healthy lifestyles and make healthy choices;
- Health protection;
- Healthcare public health and preventing premature mortality.

### Children's Outcomes Framework

- Children and Young People are; Healthy and Safe;
- Children and Young People; Develop to their potential in their early years and are ready for school;
- Children and Young People; Learn and Achieve;
- Children and Young People are; Ready for Adult Life.



## Continuous Improvement

### Integration with Health

Eye Care Liaison Officer  
ULHT Engagement Officer  
Strategic Partnership Board Meetings

### Process Improvement and Service Development

Community Development and Wider Service Promotion  
Regular Partnership Meetings  
CVI process  
MOSIAC  
Peer Review



# Question and Answers

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