

# Lincolnshire Sensory Services

Adults Scrutiny Committee  
30 November 2016

# Agenda

| Item |   |                                      |
|------|---|--------------------------------------|
| 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

This page is intentionally left blank