

Appendix 4

Do Once and Share SAP Action team – SAP Networks and Community – sub group 3

Final report

1. Aims:

The aim of the SAP Action team SAP networks subgroup was to make recommendations as to how a SAP community can be built and sustained based around the Centre for Policy on Ageing national SAP online resource and website and how this can link to other natural communities of interest. **[Deliverable 3]**

2. Work to date:

Centre for Policy on Ageing was commissioned by the DH in January 2004 to support health and social care professionals with their professional learning and development as part of the implementation and practice of the Single Assessment Process for older people. The current national SAP online resource and website has progressed since 2004 through a series of stages built on a mutually beneficial relationship between the SAP community and the evolving resource itself.

- 2004 roll out – Centre for Policy on Ageing joined DH national SAP steering group (and later the NPfIT steering group)
- 2004 – SAP national workshops – Centre for Policy on Ageing ran training sessions for SAP practitioners.
- Informed by feedback the Centre developed a fully searchable on-line resource to include SAP related materials; practice and innovation; websites; organisations **[see Annex 10]**
- Content of SAP on-line resource shared across localities – this minimises duplication and encourages shared learning.
- SAP enquiries database built by the Centre to track SAP community - continually updated.
- Structure and content of SAP on-line resource designed to be flexible to allow for new areas of policy and practice development and to give clear access to sub-sections of site.
- Materials on SAP on-line resource made downloadable where possible to allow immediate access.
- Materials on SAP on-line resource updated on a weekly basis to ensure currency.
- Involvement of the community, by the Centre, in developing the SAP on-line resource, and their willingness to share information, leads to excellent feedback and encouragement of further development to help overcome the well-documented barriers to implementation of SAP and to support integrated working across and between different agencies and localities in health and social care.
- February 2005 – SAP CRDB workshop event identified 13 main issues and recommended actions. The Centre for Policy on Ageing SAP national online resource was identified as part of the positive action to encourage integration of health and social care services through dissemination of practice;

engagement of statutory and non-statutory agencies involved with SAP;
expanding the skills base; communication, change-management and learning;
dissemination of lessons learnt from interim solutions.

SAP discussion forum

Feedback from all sections of the SAP community indicated a strong desire for an extension to the on-line resource of a SAP national discussion forum as a facility to enable SAP professionals to communicate with each other - exchanging views and ideas and promulgating best practice. Established by the Centre in late 2004, with DH funding, the SAP discussion forum has been able to successfully help identify issues, and in some instances resolve issues, that are of concern to the SAP community. It is also used to promote key events and policy documents. In contrast to many other discussion forums this national SAP forum is well used.

Glossary / Enhanced Directory of terms from health, social care, information technology and long term conditions

Health and Social care agencies implementing SAP were encouraged to develop local glossaries of terms used in health and social care in order to facilitate joint working. As part of the development of the SAP website and resource the Centre wanted to enhance access to the rapidly expanding content of the site as well as develop a tool to make sense of the diversity of practice in health, social care and beyond. The addition of an enhanced glossary was seen as a way of achieving this aim.

Development of the glossary was begun a number of years ago by NHS Connecting for Health London SAP best practice process design lead, Keith Strahan working with clinicians and practitioners from the health and social care communities in Hounslow and the North West London Sector Strategic Health Authority. Since then the Pan-London SAP leads and then the NHS Care Records Service, Single Assessment Process London and South Best Practice Process Design Group have contributed ideas and entries to enhance the glossary.

The Centre, in collaboration with Keith, developed a powerful vehicle to display the glossary of terms.

This collaborative piece of work has culminated in the development of an enhanced glossary with additional functionality. Information on glossary entries is now provided in different ways to support professionals and non professionals with understanding policy and practice in health, social care, IT, long term conditions and other related areas. Enabled by a carefully developed accessible structure (including hyperlinks and rapid navigation tool) the glossary contains clear definitions of practice, **specially chosen websites on the topic, links to fact sheets, automatic UK Google™ searches on topics and access to the SAP on-line resource. The content of the glossary is continually updated and has a feedback facility for all users from the community.**

The SAP community

The Centre for Policy on Ageing has a proven track record of over fifty years with quality information provision within the field of ageing. It was evident from the outset, in 2004, that for a SAP resource to be of real value in supporting better integrated working, shared learning and the development of a more person centred approach - through the implementation process of SAP - then the resource should

make every effort to be responsive to the needs of that community. The Centre, through a variety of means, has therefore developed extensive links with SAP professionals in all parts of England and has also made contact and received enquiries from Wales, Scotland and Northern Ireland.

Through the process of searching for, tracking, collecting, presenting, disseminating and most importantly *sharing* SAP materials and related information, through workshops and conferences, through the SAP discussion forum and glossary and through contacts provided by outside organisations the Centre has acted as contact point and conduit to the SAP community.

DOAS SAP subgroup – SAP networks and community

As a major part of its brief, alongside the agreed workplan, (see Annex 1) the subgroup was tasked to examine the community served by the Centre for Policy on Ageing national SAP website and online resource to determine how successful the resource is in reaching and drawing together the full SAP community and how its reach might be improved.

3. Methodology and processes

- Sub-group planning meetings and discussions
- Analysis of the community served by the national SAP website and online resource
- Development of proposals for expanding and extending the national SAP online resource to support the SAP community
- Consolidation of contact information to build up and facilitate access to the SAP community
- Proposals for expanding and extending the national SAP online resource to be presented and tested at SAP conference on 31 January 2006 and DOAS conference 3 February 2006
- Seek views and make final results available through the Centre for Policy on Ageing national SAP website and online resource.

4. Results

a. The community served by the national SAP website and online resource

General

For a website of its type, serving a specialist professional community in a single country, the CPA SAP website and resource is well used. Typically the CPA website receives around 4,500 requests per day, one third of which are directed at the SAP resource [Annex 2].

A key means of access to the web site and resource, other than by professionals who already know of the website's existence, is by serendipity through search engines such as Google. Most people who access the site through search engines are looking for *care*, *assessment* or *SAP*. [Annex 2]

Discussion forum

Web log analysis does not tell us what type of person uses the resource but users of the discussion forum have to register and, as part of that registration process, give a brief summary job description. [Annex 3]

We cannot assume that registered users of the forum are typical of casual users of the resource as a whole. In particular, we can assume that forum contributors have a higher level of involvement and commitment than other users.

This is borne out by an overview of the job descriptions of registered users (see fig 1). Typically registered forum users are middle level practice based management – SAP and other project leads, project managers, project coordinators, project administrators and project facilitators.

A small number of top managers are joined by a significant number of consultants, researchers, analysts and academics. There is also a small but significant number of practitioners, who have direct contact with older people, for example nurses and community matrons.

Registered users of the discussion forum (fig 1)

Top management	5%
Middle management	53%
Consultants	17%
Researchers, analysts and academics	13%
Practitioners	12%

Practitioner involvement is understated by the bald figures above since many middle managers have a dual role and continue to act as practitioners and we might also assume that middle and top level management users of the discussion forum will share learning with their front line workers.

Enquiries database

The discussion forum is not the only means by which analysis of the SAP community is possible. The Centre maintains an internal database of SAP ‘enquiries’ including contact information.

Analysis of the Centre’s SAP enquiries database (see fig 2) reveals a rather different picture of the SAP community served by the Centre’s SAP resource to that generated by users of the discussion forum. The Centre’s information providers and contacts are more likely to be middle and top level management whereas consultants, researchers, analysts, academics and practitioners are more likely to contribute to the discussion forum.

Contacts from the Centre’s SAP enquiries database (fig 2)

Top management	10%
Middle management	75%
Consultants	4%
Researchers, analysts and academics	8%
Practitioners	3%

Issues exercising the SAP community, as revealed by the discussion forum, are not surprising to those in regular contact with SAP professionals. Evaluation, particularly from a user perspective, the involvement of service users and carers, aspects of the electronic implementation of SAP, GP involvement, SAP in the acute setting, the link to 'long term conditions' and practical issues such as 'client held records' and 'specialist assessment' by social workers are to the fore.

A complete list of topics discussed can be found in **Annex 4**.

b. Development of the national SAP website and resource

The sub group meeting on 6 January 2006 agreed a suggested framework for the development of the SAP website and resource. This formed the work-plan as agreed by the DOAS SAP Action Team – **Annex 1**.

Action points and recommendations to take forward were as follows:

- The resource should support the work of the DOAS SAP Action Team by providing a vehicle to disseminate the published work of the team and by acting as a conduit by means of which the team can make contact with members of the SAP community and vice versa.
- The website and resource perform a useful function and should 'extend and expand' to provide wider coverage of, in particular, 'the electronic implementation of SAP' and 'SAP and long term conditions'.
- Ways of making the resource more accessible to particular specialist audiences, such as occupational therapists or geriatricians, should be explored.
- The possible use of additional formats such as newsletters or FAQs (frequently asked questions) should be examined.
- Examples of how the web site might be developed in practice to generate feedback from the DOAS SAP Action Team; delegates to the conferences on 31 January and 3 February 2006; and, through the website presentations, the wider SAP community.
- Mock-up web pages and a possible structure for an e-SAP section for the resource to be created - see **Annex 7**.
- Conference presentation 3 February 2006 - **Annex 8**.

c. Promotion and dissemination

Information about the work of the DOAS SAP Action Team and the SAP resource has been disseminated through journals, conferences and by direct mail. Details of journals and recent conferences used - **Annex 6**

Following the DOAS SAP Action Team conference on 3 February 2006,

presentations and handouts were made available through the Centre's SAP website and in addition over 550 members of the SAP community were emailed to notify them and to seek further feedback. The web page and email are in **Annex 9**.

It is planned that, on completion of the project, reports and materials from the DOAS SAP Action Team and its sub-groups will be made available through a DOAS section of the Centre for Policy on Ageing national SAP website and resource.

d. Feedback from conferences, the DOAs SAP action team and from the wider community via the SAP website and resource

Subgroup members made specific presentations of the resource and the framework for future development [**Annex 7 and 8**] to:

- i. the DOAS SAP Action Team core group on 14 November 2005
- ii. the CAPITA SAP conference on 31 January 2006
- iii. the DOAS SAP conference and workshops on 3 February 2006

Feedback from the presentations is in section 6.

5. Interdependencies with other groups

The SAP resource is open access and so a key means of promotion to specialist groups is the provision of links on particular web sites like those currently available in the members' area of the Royal College of Nursing, in the SAP area of the DH and on Herefordshire Council Single Assessment links page. It is also available to all clinicians.

Contacts are being made with the National (electronic) Library for Health to establish appropriate links to the SAP resource from within the NeLH / NLH framework.

Attempts were made to make links with the SAP evaluation study being carried out by David Challis at PSSRU but this was not successful and needs further exploration.

Two members of this sub-group were also members of the e-SAP subgroup and a key recommendation for development of the SAP resource is the extension and expansion of the provision of information on the site about the implementation of e-SAP.

6. Conclusions

Feedback from conferences, DoaS SAP Action Team and the wider SAP community have informed the following conclusions:

- A wide and diverse SAP community was reached through the establishment of the CPA website and resource. Through involving the community with the development of the resource at all stages the community has remained engaged with SAP.

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- SAP materials, websites, links to other related initiatives and the glossary of health, social care and IT have ensured continued engagement of the community.
- The SAP resource makes connection between joint working of different agencies; crossing professional and physical boundaries to aid the future development of SAP.
- Promotion of best practice and avoiding duplication of effort by sharing the learning, via the resource, has helped create a more positive culture within the SAP community and therefore to reinvigorate SAP.
- The SAP resource to include information about the implementation of 'e-SAP' and 'SAP and long term conditions' to keep the SAP community engaged and informed to aid future SAP development and the emerging Common Assessment Framework.
- The SAP discussion forum to engage more 'front line' workers and to reach a wider audience, including particular groups of practitioners such as GPs, OTs and Mental Health teams.
- PSSRU evaluation of SAP as yet not complete and not available. Any illustrative practice emanating from the study should be shared with the SAP community via the resource.
- Discussions on-going to promote and make visible the SAP resource on NeLH.

7. Recommendations for further work

- Centre for Policy on Ageing national SAP website and resource has developed and fostered a community of interest. The resource therefore needs to be appropriately funded to ensure this work is sustained to support the emerging future development of SAP and to create the right environment, through shared learning and practice, to engender the benefits of integrated working.
- Resource provision should allow for the extension and expansion of the website and resource to encompass e-SAP, long term conditions and the provision for special interest groups outlined above.
- The resource to continue to connect with and identify other related initiatives, websites and materials to ensure a more comprehensive understanding of the vision as outlined in the White Paper and, therefore, ensure better and extended community 'buy-in' of SAP and emerging CAF.
- The resource to build on its networks in order to ensure continued communication with all stakeholder groups including service users and carers – who both use the resource.

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- To ensure that all elements of the SAP website and resource are made visible on the NeLH.
- Raise awareness of all aspects of the SAP website and resource with clinical reference and best practice groups established through CfH to support their activities.
- The resource to continue to support shared learning and practice to avoid duplication of effort and to address cultural change needed for successful integrated working.
- The resource to continue to help with promotion of the SAP vision to ensure that the vision is disseminated in a clear and accessible way to the SAP community.
- Feedback from the SAP community, which comes via the resource, to be properly linked into other initiatives and other DOAS teams through appropriate advisory or other reference groups – thereby ensuring positive engagement of the stakeholder community.

Annex 1

Membership of the 'SAP Community' subgroup:

Gillian Crosby, Director, Centre for Policy on Ageing
Richard Curry, DOAS SAP Action Team project manager
Nat Lievesley, IT Manager, Centre for Policy on Ageing

Workplan of subgroup (4 November 2005):

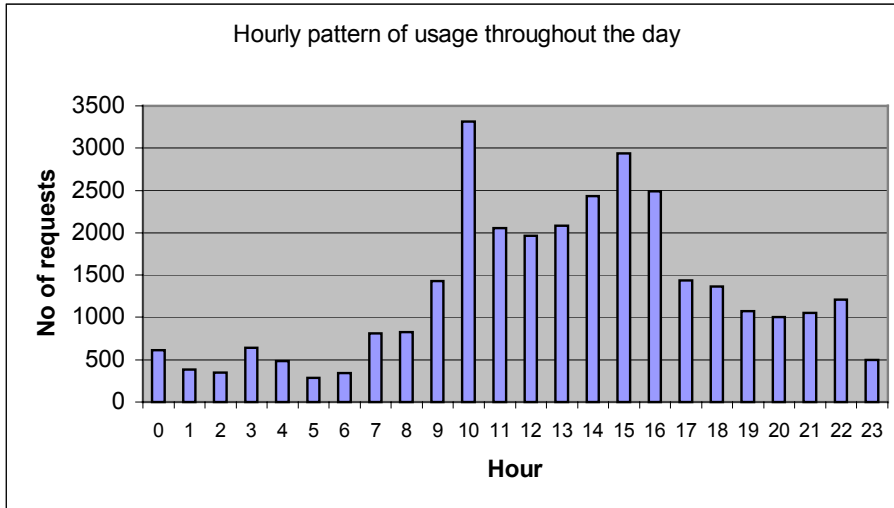
1. Expand knowledge of existing SAP 'community' of interest
2. Track current and new issues of concern via the 'community' as identified on the discussion forum and SAP community enquiries database
3. Identify and expand particular areas of knowledge and practice on the SAP resource e.g. IT; telecare; long term conditions
4. Collaborate with PSSRU (David Challis) evaluation of SAP in order to identify and describe the illustrative practice emanating from the study via the on-line resource
5. Explore how the clinical reference and best practice groups being established through NHS Connecting for Health could make use of the resource to support their activities.
6. Promote and make visible the on-line resource on NeLH
7. Ensure DOAS is engaged with the resource in order to feedback for future development
8. Continue to connect with and identify other related initiatives, web-sites, materials
9. Make recommendations on sustaining the on-line resource in order to promote learning and share practice across the 'community'

The views of core group members and attendees at the conference in February 2006 (and at SG 1 workshop in December 2005) will be sought to inform this process.

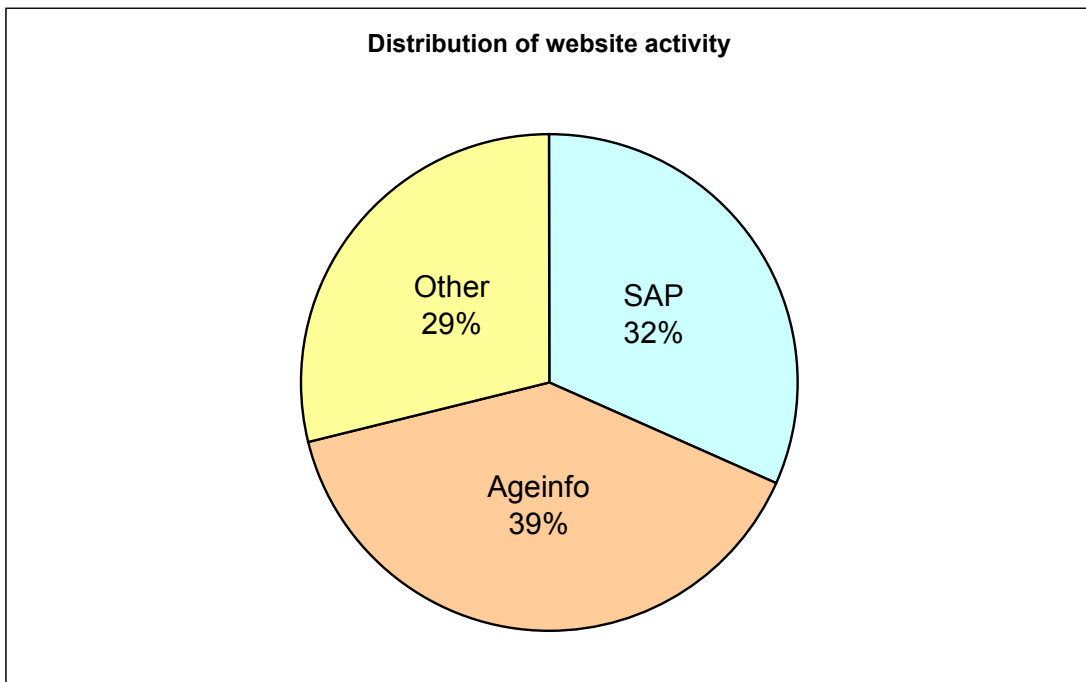
Annex 2

Illustrative CPA Web site statistics 29th Jan - 6th Feb 2006

Average successful requests per day: 4,439



Summary of the distribution of requests for web pages



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Search Engine terms used to access the site

Top 30 query words used to find the site, by the number of requests, sorted by the number of requests.

Requests	Term	Requests	Term	Requests	Term	Requests	Term
194	care	77	process	55	health	34	home
178	assessment	73	single	47	centre	32	services
117	sap	71	policy	47	homes	32	cpa
117	for	70	people	43	age	32	mental
115	in	67	social	42	old	30	nhs
86	and	65	older	40	nursing	28	a
82	ageing	59	the	37	residential		
80	of	56	on	36	uk		

Annex 3

The SAP Community

Self declared roles of registered users of the Single Assessment Process Discussion Forum.

SAP forum administrator, CPA
Advisor to DH on SAP,
SAP Lead, Joint post Social Services/PCT Greenwich
Local Implementation Officer, Joint Appt Sefton
SAP Best Practice Lead , NHS Connecting for Health -London
Team Manager, Sheffield Social Services
Senior Consultant, Central Consultancy and Training
Independent Consultant and Researcher, Freelance
Single Assessment Project Manager, North East Lincolnshire Council + PCT
Service Development Officer, Halton Borough Council
sap coordinator, East Morelands
Development Worker- Older People's Services, ADSS Network Older People- West Midlands
Community Services Quality Development Manager, Crawley PCT
Policy Manager, Help the Aged
Independent Trainer,
Policy and Research Manager, Tower Hamlets Social Services
NSF for Older People Implementation Manager, Heart of England NHS Foundation Trust
Sheltered housing consultant, Self-employed and ERoSH trustee
Care Practice + Policy Advisor, Islington SS/PCT
SAP trainer, AAW tPCT/Horsham&Chanctonbury PCT
SAP Project Manager, St Helens PCT/SSD
SAP Project Co-ordinator, North Yorkshire Social Services
Development Officer Assessment&Care Management, Royal Borough Kingston
Project and Practice Development Officer, East Riding of Yorkshire Council
Care Manager, London borough of Richmond
Project Manager SAP, Calderdale and Huddersfield NHS Trust
Reader in Social Work Studies, University of Southampton
SAP Project Manager, St Helens and Knowsley Hospitals Trust
SAP Project Lead , Avon Gloucester + Wiltshire Strategic Health Authority
SAP Project Manager, North Somerset Council + Social Services
SAP Partnership Manager, NEYNL WDC
Senior Consultant, Accenture
Research Fellow, King's College London
PCIS PROFESSIONAL COORDIONATOR, ULSTER COMMUNITY AND HOSPITALS TRUST
Single Assessment Project Manager, Westminster Primary Care Trust
Project Lead/ Residential Best Practices, Interior Health
Student, Student
Director Long term Care Access Centre, Winipeg Regional Health Authority
Programme Manager Older People's Services, Staffordshire County Council
Chairman , Morecambe Bay Hospitals NHS Trust

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Service Manager, South Wiltshire Primary Care Trust
mental health domain specialist, CSC Alliance
Training + management consultant, independant
SAPlead, Herefordshire PCT
SAP Facilitator, Harrow Council and Harrow PCT
Business Support, North Yorkshire CC Social Services
Senior Logistic Consultant, No one
Nurse Manager, CNWL
Pilot Facilitator, Northants Heartlands PCT
Joint Community Strategy Manager, Hambleton and Richmondshire PCT
Project Manager, Hounslow Social Services
SAP Project Assistant, South Downs NHS Trust&Brighton&Hove City Council
Recruitment consultant, Lexus ca
Superintendent Physiotherapist, East Lancs Trust
Service Planning Manager, Eastern Leicester primary Care Trust
Policy Officer, Blackpool Council
Single Assessment Project Manager, Royal Borough of Kingston upon Thames
Consultant in health+social care, Self employed
Senior SAP finance consultant, Atos Origin UK
Project Manager, London Borough of Hounslow
Strategic Project Manager, LB Tower Hamlets
Clinical Co-ordinator, NHS Argyll + Clyde
PCT Education Facilitator, NHS
Practice Development Advisor 'Older People', Sheffield Teaching Hospitals NHS
Foundation Trust
Senior Research Fellow, University of Hertfordshire
Team manager / SAP Business Lead, Sunderland City Council
District Nursing Team Leader/SAP Facilitator, SNPCT
Social Worker, Staffordshire
Project Manager Single Assessment Process, Dudley health and social care
community
SAP Project Lead, Wandsworth Primary Care Trust
Team Manager- Projects, West Sussex Social and Caring Services
Sister, The Hillingdon Hospital NHS Trust
SAP Project Lead + RTPCT / SSDH, RTPCT/ SSDH
SAP Planning and Project Manager, Derbyshire Social Services
SAP project manager, Nottingham city council
SAP project support, Horsham + Chanctonbury PCT
Project Manager, Tower Hamlets
SAP Administrator, London Borough Tower Hamlets
Student, Northumbria University
SAP Project Manager, East Sussex health and social care
Planning Officer, Bury
SAP Lead , Hillingdon
Staff nurse, United Lincolnshire Hospitals NHS Trust
Independent Health and Social Care Consultant, Self Employed
Management Trainee, Bristol CC
Business Analyst, Oxfordshire County Council
Member Change agent team, DH

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Service Improvement Lead for older people mental health across London, London development centre
SAP Lead Learning and Development, Staffordshire County Council
Community Matron, Islington PCT
Community Matron, Islington PCT
Single Assessment Process Project Manager, Wolverhampton PCT
Continuing Care Nurse Manager, Islington PCT
Business Analyst, Lancashire County Council
Staff Nurse, Medway PCT
SAP Project Manager, Telford PCT/Borough of Telford and Wrekin
Team Manager, Nottingham City Social Services
Social Care Lead, Connecting for Health London
Senior Nurse Practitioner, West London Mental Health NHS Trust
SAP Learning and Development Coordinator, Hertfordshire Health Informatics Service
Consultant, ASML
Chief Executive, Willowbrook Hospice
Systems Officer, Devon County Council
SAP Training Development Officer, Sunderland Social Services
Community Audit Facilitator, Leicestershire Primary Care Group
SAP L and D lead, Exeter
NHS Funded Monitoring Nurse/SAP Coordinator , Bournemouth Teaching Primary Care Trust
Marketing Manager, Liquidlogic
Older Peoples Policy Officer, Sandwell Joint Health + Social Care Policy Unit
Practice Modernisation coordinator, Sheffield City Council
Community Matron, Eastbourne Downs PCT
Team Manager, Somerset CC
Consultant Psychogeriatrician, AWP
Project Manager-SAP, Oxfordshire County Council
Consultant, Process consulting company
SAP IT Project Manager, Birmingham SAP Project

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Annex 4

The SAP Community

Topics explored on the Discussion Forum

Topic	Messages posted
Black and minority ethnic older people	1
Care Co-ordination Role	2
Client held records	3
Commissioning of service based on sap outcomes of unmet needs	1
Community Matrons	1
Continuing care and long term conditions	5
E-Learning and SAP	1
Electronic implementations of SAP	1
Evaluation of SAP from a user perspective	15
Evaluation of SAP/Lessons Learnt	1
Formby Pilot - SAP for the Elderly - Process & Workflow Study - Sep...	3
GP Involvement	2
Implementing SAP in acute hospitals	3
Integrated Care Plans	1
Integration of SAP with SWIFT	1
Interfaces with social care systems	3
Involvement of Older People in SAP	5
Involvement of service users and carers in SAP	5
Liquidlogic Care Planning	2
Managing NHS Records - posted pp Sue Williams	1
Mobile working & community nursing	3
National SAP Action Team	1
Overview assessment in acute trusts	2
Private and voluntary sector referrals/Contact Assessment	3
Project Management & SAP	1
Retention of SAP Leads .	5
SAP & working with social alarms providers	1

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SAP and Care Pathways	1
SAP and CPA	1
SAP and CSCI interface	2
SAP and Learning Disability services	3
SAP and the housing sector	4
SAP multi-disciplinary training package	1
SAP personal opinions	1
Self Assessment	1
Self Assessment	1
Single Assessment Process	1
Single Assessment Summary	2
Single Assessment Summary data sets	1
Specialist Assessment for Specialist Palliative Care	1
Specialist Assessments by Social Workers	8
Specialist Assessments for community matrons	4
Templates on GP systems	6
The National Context	1
Training Co-ordinator Role	2
Training Planning linked to NSFOP	1
What are the implications of SAP as a generic process?	8

Annex 5 – The SAP Community

Practitioner and other groups that the SAP resource should be seeking to service

Community matrons
GPs
Practice nurses
Occupational therapists
Community psychiatric nurses
District nurses
Long term care teams - diabetes, arthritis, etc
Falls teams
Stroke teams
Mental health teams
Geriatricians
Matrons (hospital)
Ward managers
Housing managers - local authorities; housing associations; sheltered housing; not for profit
Voluntary orgs providing services - Age Concern +
Residential care managers
Nursing home staff
Intermediate care
Day care centre managers
Social workers
Domiciliary care agencies/staff
Strategic health authorities
Central government
Fire and ambulance services
Community liaison officers
Advocacy groups

Annex 6 – Reaching out to the SAP Community

The SAP resource has been promoted through professional periodicals and online resources including:

Community Care	Adage
Housing Today	Doctor
Stratagem	Pulse
Health Service Journal	Community Practitioner
Working with Older People	British Journal of General Practice
Professional Social Work	Professional Nurse
Nursing Older People	Alzheimers Disease Society Newsletter
Nursing Standard	AC Cymru
Journal of Dementia Care	Journal of Community Nursing
Registered Homes and Services	Jef Smith, consultant
Nursing Times	CareandHealth -online
Journal of Integrated Care	Dementia Focus
BMJ	Third Sector
CILIP Health Libraries Group	Caring Times
Newsletter	Mental Health Nursing
Health & Community Care News	Nursing Home Business Magazine
Ageing and Health	Management Issues in Social Care
Quality in Ageing	Nursing & Residential Care
NHS Magazine	Social Policy Focus
De Havilland news agency	Community Care Market News
Caring Today	Signpost
The Health Summary	Care Home Direct
Social Care Association	Hospital Update
Health Matters	Health Manager Today
IHA Bulletin	Generations Review
Age Concern Information Bulletin	

Information was also distributed at the following conferences:

Independence, wellbeing and choice, the new Green Paper on social care
Providing Housing and Support for Older People
Funding Social Care
Older People, is the NSF delivering effective change?
Nursing and Older People: partners in care
That Bit of Help
Older People: Developing Effective Integrated Services, Improving Independence
Community Care live adult care services
Single Assessment Process: policy, practice and next steps
Power to Older People
Planning, Commissioning & Delivering Integrated Services for Older People
Older Peoples Services
The Age Agenda Conference

There was also a direct mail-out to all Directors of Adult Services.

Annex 7

Mockups and structure for proposed e-SAP area of the national SAP website

Structure

Overview – electronic SAP

- Introductory text
- Long term plan?
- Interim* solutions
- Structure
 - Clusters
 - LSPs
 - DH Accredited SAP assessment tools
 - (duplicate of information elsewhere on site for ease of access in context)

Electronic implementations

- Solutions
 - London e-SAP solution
 - Liquidlogic – PROTOCOL
 - Accenture/Liquidlogic
 - IBM/MDS-HC
 - etc
- Suppliers
 - AIS Systems
 - BT-CCA
 - Liquidlogic
 - etc
 - (or combine Solutions/Suppliers)

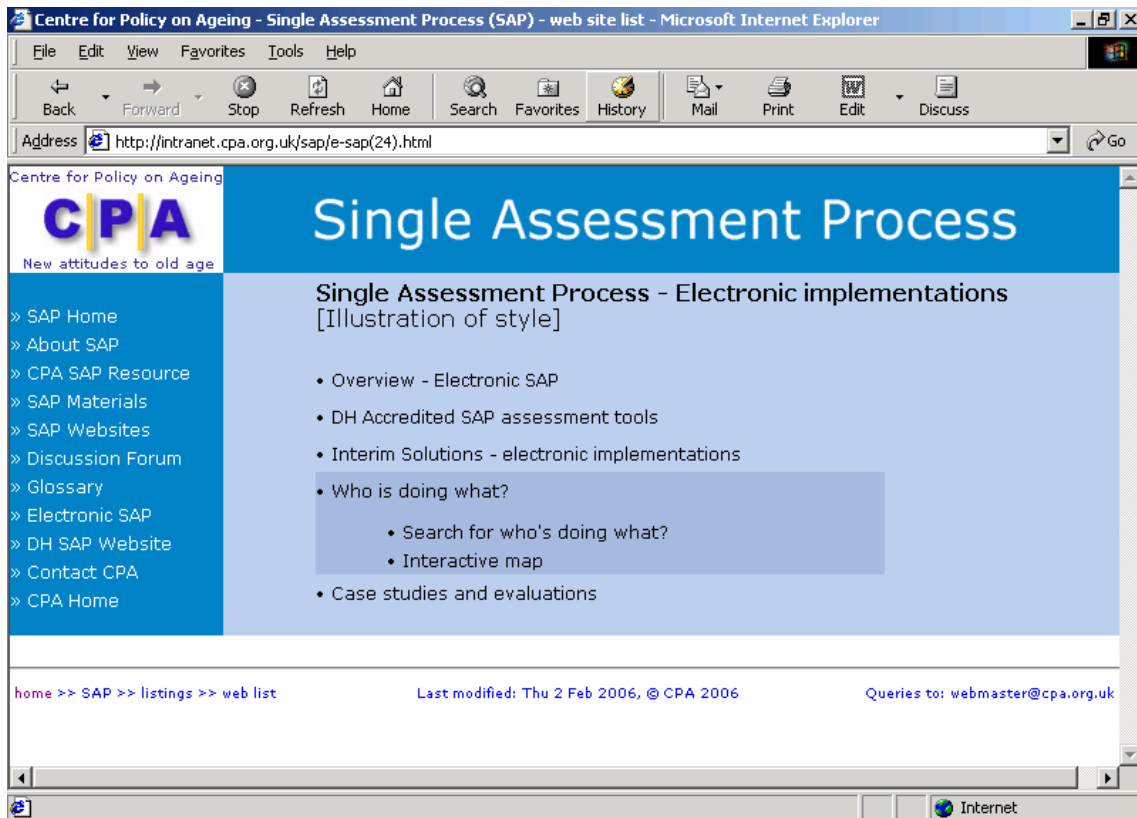
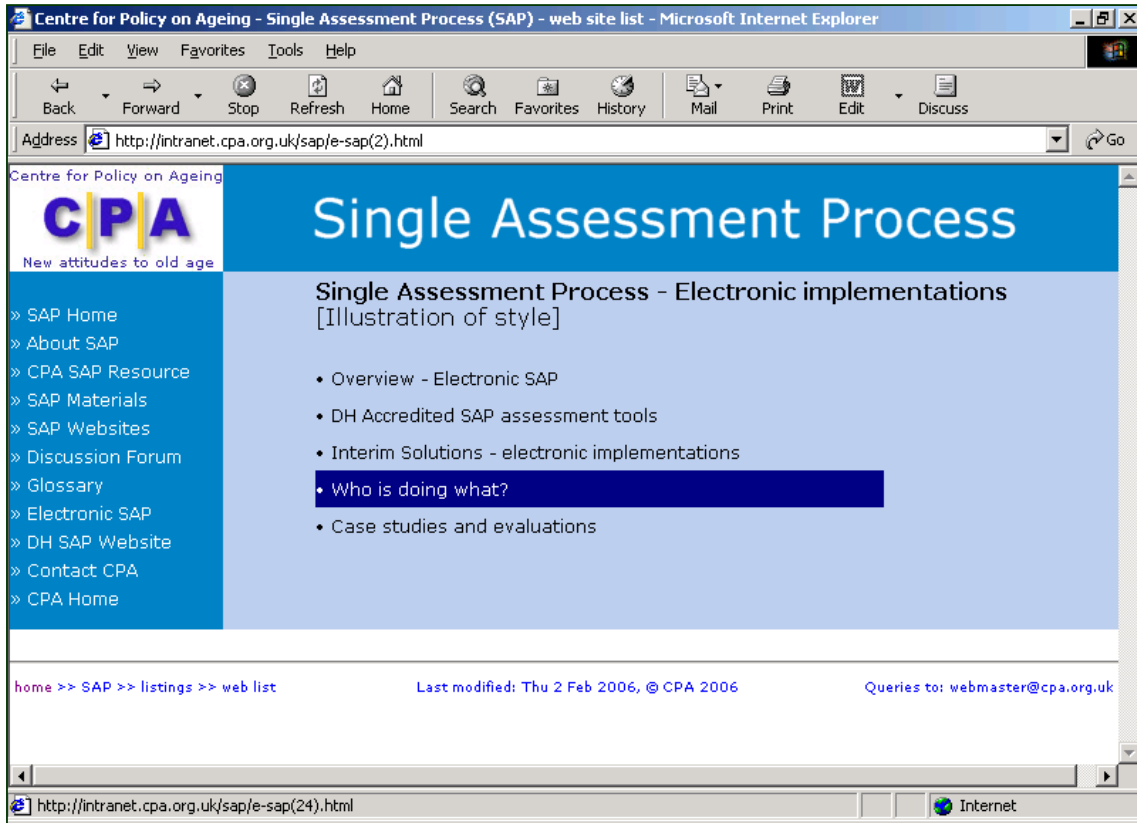
Who is doing what?

- Searchable database**
 - by Cluster, SHA, PCT, Assessment tool, Electronic implementation, description, topic eg information governance, mobile working
- Interactive map**

Case studies and evaluations

- (small number of substantive documents drawn together for convenient access)

Mockups



Annex 8 – Presentation to the Do Once and Share SAP Action Team Conference, 3 February 2006

Do Once and Share SAP Action Team
Conference
3rd February 2006

The other CPA
Centre for Policy on Ageing
Gillian Crosby (Director)

DOaS SAP Action Team
Sub group 3 – supporting an (online) SAP community

- sustain an engaged and informed SAP community of interest to aid the further development of SAP
- identify ways in which the current Centre for Policy on Ageing SAP website can be developed to support an engaged and informed SAP community
- Make recommendations on how the website could be promoted and sustained.

The CPA SAP resource

- drawn from the SAP community
- reflects the changing needs of the SAP community
- uses shared information and materials provided by the SAP community
- provides a shared facility for mutual benefit and cooperation
- current – updated weekly

What's on the resource? ...

- SAP materials
 - listings
 - search facility
- Organisations
- Websites
 - government / nhs
 - assessment tools
 - local SAP websites
 - training and related sites
 - dedicated search engine
- Glossary
 - selected terms from Health and Social Care including Long-term conditions
- SAP Discussion forum
 - allows SAP professionals to share experiences, exchange views and promote best practice.

What type of materials?

- Assessment tools
- Books / journal articles
- Briefings
- Case studies
- CD-ROMs
- Conferences
- Glossaries
- Guidance
- Power point presentations
- Protocols
- Publicity materials
- Strategies
- Training packs and guides
- DVDs and Videos
- Workbooks

The CPA SAP resource...
www.cpa.org.uk/sap

Future developments ?

Expand and extend...

- Do Once and Share
- e-SAP
- Long term conditions
- Specialist groups (eg OTs)
- new features – Newsletters etc

Future developments supporting the Do Once and Share SAP Action Team

- presentations from the conference and workshops
- materials gathered by each subgroup including survey results and analysis
 - Vision and pathway
 - e-SAP implementation
 - SAP community
 - SAP and complex assessments

Future developments e-SAP



Future developments e-SAP

Future developments e-SAP (illustration of structure)

- Overview – electronic SAP
 - Introductory text
 - Long term plan?
 - Interim solutions
 - Structure
 - Clusters
 - LSPs
 - DH Accredited SAP assessment tool
 - (duplicate of information elsewhere on site for ease of access to content)
- Electronic implementations
 - Solutions
 - LONDON & SAP LONDON
 - LIVERPOOL – PREFCOL
 - ASHLEIGH/Leeds/Leeds
 - BRANDEE HC
 - HC
 - Suppliers
 - AM Systems
 - BT/CCB
 - Loughborough
 - HC
 - (or combine Solutions/Suppliers)

Future developments
e-SAP (illustration of structure)

- Who is doing what?
 - **Searchable database** by Cluster, SHA, PCT, Assessment tool, Electronic implementation, description, topic eg information governance, mobile working
 - **Interactive map**
- Case studies and evaluations
 - (small number of substantive documents drawn together for convenient access)



Future developments
Long term conditions

How can the resource best be developed to support long term conditions?



Future developments
Common Assessment Framework



"Our health, our care our say" – White paper January 2006

- section 5.26 – Better Assessment and Care Planning
- ... We have already developed a Single Assessment Process for older people's services. Work is underway to develop a Common Assessment Framework to ensure less duplication across different agencies and allow people to self-assess where possible....



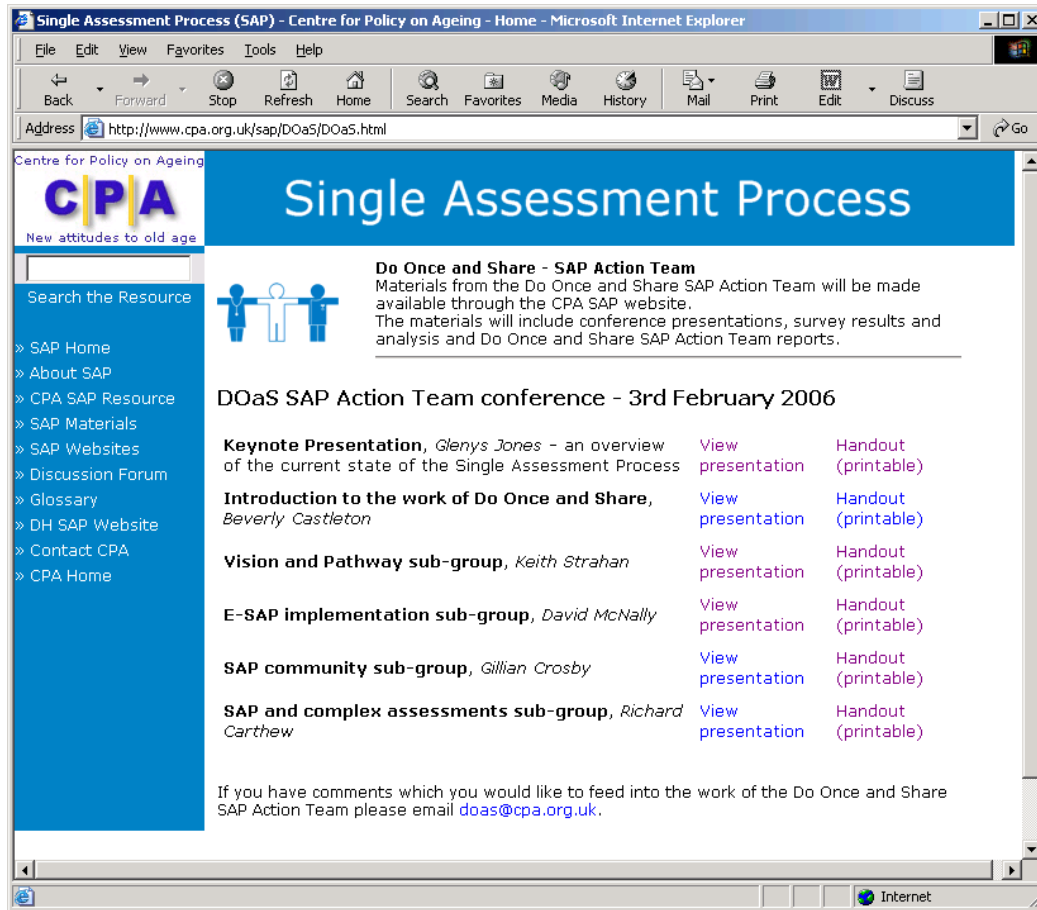
Retain the emphasis and focus on person centred care and engagement with older people.

Gillian Crosby
CPA, February 2006



Annex 9 - Dissemination

Web page and email notification of DoaS Conference presentations 3rd February 2006.



This email was distributed to over 550 members of the SAP community in February 2006

Do Once and Share SAP Action Team

The Do Once and Share programme is being implemented through a number of action teams including one for the Single Assessment Process (SAP).

(for more about DOaS see www.connectingforhealth.nhs.uk/publications/doas.doc)

A conference was held on 3 February 2006 to address the project work of the DOaS SAP action team and to facilitate feedback on the following issues:

Vision and pathway - a developed high level pathway for SAP which can be agreed nationally
Current e-SAP implementations results of a small survey of e-SAP solutions to identify likely information flows and gaps between organisations

SAP network development of the SAP web resource (www.cpa.org.uk/sap) to support an engaged and informed SAP community for the future.

Triggering into Comprehensive Assessments results of a small survey of SAP and other assessments in order to describe the linkages particularly in the area of Long Term Conditions

Presentations of the above, and further information, are available at www.cpa.org.uk/sap/DOaS

The DOAS SAP action team would be very interested in hearing your views by 28 February 2006 in order to inform their final report which will be made available via the SAP web resource.

Please email comments to doas@cpa.org.uk

Listen to what I'm saying

May I remind you that the SAP DVD and video "Listen to what I'm saying" is available free of charge from Centre for Policy on Ageing. For details see www.cpa.org.uk/sap/dvd and to order copies email dvd@cpa.org.uk or video@cpa.org.uk

Thank you!

Gillian Crosby
Director
Centre for Policy on Ageing

*** Please accept our apologies if you receive more than one copy of this email.**

Annex 10

