

Significant Improvement Plan

Service name Turnaround Service								
Improvement Areas 2020 - 2021								
No.	<u>Significant development areas and expected improvement outcomes</u>	Yes/No	Risk H/M/L	Links to Strategic Plan	Time scale	Person Responsible	Date Complete	Action Plan? Y/N/N/A
1	From Care Inspections <ul style="list-style-type: none"> Book staff training on Child Trafficking (Hope For Justice) to enhance staff knowledge of Child Protection. Increase staff retention rates to provide consistency within staff teams and reduce impact of changing staff on the people we support. Increase levels of peer support on return to community following residential stage. 	Yes	M	Staff Service Quality	December 2020	Service Manager and Service Coordinator	3 rd December 2020	Yes
			H	People/Service Quality	February 2021	HR and Service Manager	5 th January 2021	Yes
			L	People Service Quality		Service Manager TC		Yes
2	From within the service - service user/staff inputs <ul style="list-style-type: none"> Promote staff and service user wellbeing thereby creating a positive service culture that meets the needs of individuals accessing the service, staff and other stakeholders. Review systems in home and shared drives to help manage quality assurance and manage data more effectively in line with GDPR. 	Yes	L	People/Service Quality	April 2021	Service Management and Health Team.		Yes
		Yes	M	Digital	April 2021	Management Team		Yes

Turning Point Scotland Service Improvement Plan

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3	From TPS Audits							
3a	Service Practice <ul style="list-style-type: none"> Reinforce expectations around recording requirements for service user information. Embed person centred induction and mentoring for all new staff. Improve awareness of and opportunities for staff involvement in wider issues. 	Yes	M	Service Quality	April 2021	Service Management Team	January 2021	Yes
		Yes		People/Staff	April 2021	Service Management Team		Yes
		Yes		People/Staff	April 2021	Service Management Team		
3b	Health and Safety							
3c	Data and Information Management							
3d	Finance							
3e	Clinical and Care Governance							
4.	From our Citizenship self-assessment <ul style="list-style-type: none"> Include citizenship as core element of service delivery including staff recruitment and induction. 	Yes	L	People Staff	April 2021	All staff		Yes
5.	From service assessment of key risk themes <ul style="list-style-type: none"> Business Model: 							

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6.	From Management Information reporting on Finance, HR, and H&S. <ul style="list-style-type: none"> Explore grant contribution options to subsidise Scottish Government grant in order to safeguard service sustainability. 	Yes	H		April 2021	Operations and service manager with SG		
7.	From Commissioners/Other External Feedback or engagement <ul style="list-style-type: none"> Increase communication with local authority partners at admission stage and throughout residential programme of change. 	Yes	M	Market Position and Influence	January 2021	Turnaround Management Team		Yes

Local Improvement Plan

No.	Local Action Areas – (enter service name here) Local issues specific to the service	Origin of Improvement	Time scale	Person Responsible	Date Completed
1	Implementation of new health interventions	Service Self Assessment	September 2020	Service Manger, Senior Nurse and Nurse team.	August 2020
2	Promote Service User Life Skills	Service Self Assessment	April 2021	Service Management Team	
3	Promote use of digital meetings across service	COVID-19	April 2021	Service Management and all staff.	