

Access Your Care

Timetable of Implementation with Risk Log & Response

Introduction

Having a comprehensive and achievable contract implementation timetable with key milestones is crucial for the success of the One Weston Support to Live at Home Contract. It provides a clear roadmap of the tasks and activities required to meet the project objectives and ensures that all stakeholders are aligned and working towards the same goals. By setting clear deadlines and identifying critical path activities, the implementation timetable helps to prevent delays and ensures that the project is delivered on time and within budget.

Moreover, a clear and comprehensive risk log is essential for effective risk management. It enables the project team to identify potential risks and assess their potential impact and likelihood, allowing them to take proactive measures to mitigate these risks before they materialise. This helps to ensure that the project stays on track and minimises the impact of any unforeseen events.

Having a risk log that includes "High, Medium, Low" impact and likelihood and mitigating actions is particularly important as it provides a clear understanding of the severity of each risk and the likelihood of it occurring. This enables the project team to prioritise their efforts and resources towards the most critical risks, ensuring that they are adequately addressed.

By recognising potential weaknesses from an organisational and/or operational perspective, the risk log helps to ensure that the project team is aware of any potential challenges and can take proactive measures to mitigate them. This helps to minimise the risk of delays, cost overruns, and other issues that can negatively impact the project's success.

Overall, having a comprehensive implementation timetable and a clear and comprehensive risk log inspires confidence that the One Weston Support to Live at Home Contract will be delivered on time, within budget, and to the highest standards of quality. We have drawn on our previous and recent experiences of similar or larger transfer of services to produce the below timetable.

Task	Description	Start Date	End Date	Duration	Risk Description	Impact	Likelihood	Severity	Risk Response
Establish project team and kick-off the project	Identify project manager and key stakeholders	June-2023	July-2023	1 Month	Inadequate project management could result in project delays and cost overruns.	High	Low	Medium	Assign an experienced project manager to lead the project team and ensure the project is properly scoped, resourced, and executed.
Conduct comprehensive risk assessment	Conduct a comprehensive risk assessment of the transfer process, including legal, financial, operational, and reputational risks.	01/07/2023	31/07/2023	1 month	Failure to identify key risks could result in delays or legal/financial penalties.	High	Medium	High	Engage external risk consultant to conduct assessment and ensure all risks are identified and addressed.
Maintain oversight and engage with the Council regarding the One Weston Second Tier Provider framework procurement process	Monitor the procurement process and maintain regular communication with the Council to ensure a smooth transition to the new framework.	01/07/2023	31/12/2023	6 months	Inadequate oversight and communication could result in delays, confusion, and reduced quality of care.	High	Medium	High	Assign a dedicated manager and team to oversee the process and maintain open communication with the Council throughout the transition. Establish clear lines of communication and a system for tracking progress and identifying potential issues.

Task	Description	Start Date	End Date	Duration	Risk Description	Impact	Likelihood	Severity	Risk Response
Identify capacity issues and recruit	Assess staffing needs and identify any gaps in capacity. Develop a recruitment plan and begin the recruitment process.	01/08/2023	30/09/2023	2 months	Failure to identify and address capacity issues could result in staff burnout, reduced quality of care, and loss of clients	High	Medium	High	Assign our experienced HR team to conduct recruitment and ensure adequate staffing levels are achieved before transfer. Provide training and support to new staff to ensure they are fully prepared to provide care services.
Mobilisation planning	Develop a detailed plan for mobilising the new service from November 6, including recruitment, training, and equipment procurement.	01/07/2023	30/09/2023	3 months	Inadequate planning could result in delays or insufficient resources for effective mobilisation.	High	Low	Medium	Engage our experienced project team to develop detailed plan, ensuring all necessary resources are allocated.
Identify extra pressure Winter Pressures period will bring to the transfer and initial four month period post 5 th November 2023	Assess potential challenges posed by Winter Pressures period and develop plan to mitigate impact on transfer process	01/07/2023	31/08/2023	2 months	Winter Pressures period can pose additional challenges and pressures on the transfer process, including increased demand for care services, staff sickness, and weather-related disruptions.	High	Medium	High	Assign service managers to assess potential impact, develop contingency plans, and monitor and manage challenges as they arise. Ensure effective communication with staff, clients, and stakeholders to minimise disruption and maintain service quality.

Task	Description	Start Date	End Date	Duration	Risk Description	Impact	Likelihood	Severity	Risk Response
Develop detailed project plan	Including roles and responsibilities, timelines, milestones, and deliverables.	01/08/2023	31/08/2023	1 month	Failure to develop a detailed plan could result in confusion, missed deadlines, and failure to achieve project goals.	High	Medium	High	Assign experienced project manager to develop and oversee implementation of the plan.
Establish communication plan	Plan to ensure effective communication with stakeholders throughout the transfer process.	01/08/2023	31/08/2023	1 month	Inadequate communication could result in stakeholders being uninformed, unengaged, or resistant to the transfer.	High	Low	Medium	Develop a comprehensive communication plan and engage stakeholders throughout the process to ensure their input and understanding.
Conduct consultation and engagement	Conduct consultation and engagement with staff to ensure they have input and understand the transfer process.	01/08/2023	31/08/2023	1 month	Failure to consult with staff could result in low morale, resistance to change, and reduced productivity.	Medium	Low	Medium	Our HR director and Specialist consultants will develop a comprehensive staff consultation plan and engage staff throughout the process to ensure their input and understanding.
Conduct due diligence	Including reviewing performance and financial stability of outgoing provider and suitability of staff.	01/07/2023	30/09/2023	3 months	Could result in risks not being identified and addressed, and insufficient information for the transfer.	High	Medium	High	Engage internal and external due diligence experts to conduct a comprehensive review of the outgoing provider and its operations, including financial stability and staff suitability.

Task	Description	Start Date	End Date	Duration	Risk Description	Impact	Likelihood	Severity	Risk Response
Complete financial due diligence and transfer system function	Review financial systems, identify potential issues, plan financial transfer, ensure necessary systems and processes are in place.	01/07/2023	31/08/2023	2 months	Incomplete or inaccurate financial transfer could result in financial loss or negative impact on clients and staff.	High	Medium	High	Assign experienced our finance and IT teams to conduct due diligence and ensure all financial systems and processes are accurately transferred to Access Your Care. Conduct thorough testing and training to ensure all staff are fully trained and prepared to use new financial systems.
Assess scale for transfer of Assets/Information	Assess the scale for the transfer of assets and information, including IT systems, equipment, and property leases.	01/09/2023	31/10/2023	2 months	Failure to accurately assess the scale of the transfer could result in insufficient resources or delays in transferring assets and information.	High	Low	Medium	Assign an experienced project manager to lead the assessment and ensure all necessary resources are allocated.
Complete IT, information, data and asset transfer	Identify all IT systems, information, data and assets that need to be transferred. Develop a plan for transfer and implement transfer process.	01/09/2023	05/11/2023	2 months	Failure to transfer all necessary IT systems, information, data and assets could result in interruption of service, loss of data and client dissatisfaction.	High	Medium	High	Assign our project and IT team to oversee the transfer process. Conduct thorough testing of all IT systems after transfer. Develop a contingency plan in case of any issues during the transfer process.

Task	Description	Start Date	End Date	Duration	Risk Description	Impact	Likelihood	Severity	Risk Response
Compliance and governance	Ensure that all legal, regulatory and contractual obligations are met, such as adhering to TUPE regulations and providing a safe and compliant service. This will involve consultation with relevant regulatory bodies, such as the Care Quality Commission, as well as commissioners, service users and staff	01/08/2023	05/11/2023	3 months	Failure to comply with legal, regulatory, and contractual obligations could result in legal/financial penalties and damage to reputation.	High	Low	Medium	Assign our experienced Registered Manager and external compliance/governance consultants to ensure all obligations are identified, assessed, and addressed.
Prepare client paperwork including care assessments	Gather paperwork, complete care assessments for tailored care plans for new clients.	01/08/2023	30/09/2023	2 months	Failure to complete accurate care assessments could result in inadequate care provision and risk of harm to clients	High	Medium	High	Assign experienced care coordinators and provide comprehensive training on completing care assessments to ensure accuracy and compliance with regulations.

Task	Description	Start Date	End Date	Duration	Risk Description	Impact	Likelihood	Severity	Risk Response
Prepare and coordinate physical infrastructure	Assess the physical infrastructure needs for the transfer, including staff uniforms, devices, and working environment. Develop a plan to ensure all required infrastructure is in place by the transfer date.	01/08/2023	31/10/2023	3 months	Failure to have appropriate physical infrastructure could negatively impact staff morale and the quality of care provided.	High	Medium	High	Assign a dedicated Manager and our project team to coordinate the procurement and implementation of physical infrastructure. Develop a communication plan to ensure staff are aware of any changes to their working environment and have access to necessary equipment and resources. Provide training and support to staff on any new devices or equipment.
Transfer staff in accordance with TUPE	Ensure that the rights of employees are protected when the business or service they work for transfers to a new employer in compliance with TUPE regulations.	01/07/2023	05/11/2023	4 months	Failure to properly transfer staff could result in legal/financial penalties and damage to reputation.	High	Medium	High	Assign our experienced HR department and create a comprehensive staff transfer plan and contingency. Communicate with employees regularly to keep them informed of the process and address any concerns they may have. Provide training and support to the new employer to ensure a smooth transition for the transferred staff.

Task	Description	Start Date	End Date	Duration	Risk Description	Impact	Likelihood	Severity	Risk Response
Develop training and induction plan	Develop and implement new policies and procedures to ensure compliance with the requirements of the new contract	01/09/2023	31/01/2024	5 months	Failure to provide adequate training and induction could result in staff not being able to provide safe and effective service.	High	Medium	High	Assign experienced training and induction personnel to develop and deliver comprehensive training program.
Establish new policies and procedures	Develop and implement new policies and procedures to comply with new contract and facilitate transfer	01/09/2023	05/11/2023	2 months	Failure to establish new policies and procedures could result in non-compliance with the new contract, which could lead to financial penalties and reputational damage.	High	Medium	High	Assign our Registered manager and consultants to oversee the development and implementation of new policies and procedures, and conduct regular reviews to ensure they are meeting the requirements of the new contract.
Ensure continuity of service	Put in place robust systems and processes to ensure continuity of service during the transfer period and to minimise any disruption to service users	01/09/2023	31/01/2024	5 months	Failure to ensure continuity of service during transfer could result in harm to service users and damage to reputation	High	Medium	High	Develop and implement a robust service continuity plan, including identifying potential risks, implementing appropriate measures, and testing the plan to ensure its effectiveness. Assign a project team to manage and oversee the implementation of the plan.

Task	Description	Start Date	End Date	Duration	Risk Description	Impact	Likelihood	Severity	Risk Response
Conduct regular monitoring and evaluation of each Task	Monitor progress against project plan and evaluate success of transfer process	01/07/2023	31/03/2024	5 Months	Failure to identify and address issues during monitoring and evaluation could result in prolonged or incomplete transfer process	High	Medium	High	Assign a dedicated Manager to conduct monitoring and evaluation, develop a comprehensive evaluation plan, and promptly address any identified issues.