



Staffordshire
Social Care
Workforce

CMDT
Care Market Development Team

Action Planning

JANUARY 2025 V1

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Foreword

This guide has been developed to introduce the subject and further research and learning is recommended to provide a complete understanding. Requirements are often unique to individual care services, and you should consider how best to implement practices.

Introduction

This guide has been developed to introduce the subject of action planning within care services and to encourage further research and learning. Requirements often vary among individual care services, so it is essential to consider how best to implement practices tailored to your specific needs and your care service.

Using SMART Principles for Action Planning

The SMART principles provide a framework to create clear and achievable goals, essential for effective action planning in care services. SMART stands for Specific, Measurable, Achievable, Relevant, and Time-bound.

By ensuring that all elements of action planning are included, SMART principles save time in the long run. They provide a complete picture of what needs to be done, which helps to avoid misunderstandings and redundant efforts.

Specific

Goals should be clear and specific, so that everyone involved understands what is expected. Ask yourself the following questions:

- What do I want to achieve?
- Why is this goal important?
- Who is involved?
- Where is it located?
- Which resources or limits are involved?

Measurable

It is important to have criteria for measuring progress towards the accomplishment of the goal. This helps to stay on track and reach target dates. Ask questions such as:

- How much and how many?
- How will I know when it is accomplished?

Achievable

Goals should be realistic and attainable to be successful. They should stretch your abilities but remain possible. Consider:

- How can I accomplish this goal?
- How realistic is the goal, based on other constraints such as financial factors?

Relevant

Goals should matter and make sense for your overall objectives. Make sure that the goal is worthwhile and that it matches other relevant goals. Questions to reflect upon include:

- Does this seem worthwhile and is this the right time?
- Does this match our other efforts/needs?
- Am I the right person to reach this goal?

Time-bound

Every goal needs a target date, so that you have a deadline to focus on and something to work towards. This part of the SMART goal criteria helps to prevent everyday tasks from taking priority over your longer-term goals. Ask yourself:

- What can I do six weeks or six months from now?
- What can I do today?

Assigning Actions and Responsibilities

Once the goals have been established using the SMART principles, the next step is to assign actions and responsibilities to ensure the plan is implemented effectively.

Identifying Tasks

Break down each goal into smaller, manageable tasks. Identify what actions are required to achieve each goal, ensuring that each task is clearly defined and actionable.

Assigning Responsibilities

Allocate responsibilities among team members based on their skills, experience, and workload. It is crucial to ensure that each person understands their role and what is expected of them. Consider the following:

- Who is responsible for carrying out this task?
- Do they have the necessary resources and authority to complete it?
- How will progress be monitored and reported?

Setting Deadlines

Establish clear deadlines for each task to ensure the action plan stays on track. Deadlines should be realistic but also provide a sense of urgency to keep momentum.

Monitoring Progress

Regularly review the progress of each task and adjust the plan as needed. This might involve providing additional support, reassigning tasks, or adjusting deadlines. Use progress meetings, reports, and check-ins to keep everyone aligned and accountable.

Example Action Plan

Action No	Action	Owner	Steps and Resources	Action creation date	Action due date	Progress	Status
1	The radiator in room 12 isn't warming up and needs to be fixed by 06/01/25 as there is a new resident moving into the room.	Maintenance	A gas engineer, funding for repairs	01/01/25	07/01/25	01/01/24 The gas engineer agreed to come out on the 4 th . The gas engineer was able to resolve the issue, and the radiator is now working.	Resolved
2	Items are being stored in front of the downstairs fire exit, preventing it from being used.	Registered Manager	Move items Communicate with staff	02/01/25	02/01/25	02/01/25 Items have been moved and a message shared on the staff hand over sheet and WhatsApp group. Spot checks have been diarised for the manager to check that the fire exit remains clear.	Resolved
3	A recent inspection by the CQC identified that several care plans were missing key information.	Deputy Manager	All care plans are to be reviewed and updated across the next 2 weeks, with those care plans already identified as missing information reviewed first.	01/01/25	14/01/25	04/01/25 A program to review all 20 care plans has been implemented, to be completed by the due date.	In progress

Summary

An effective action plan care guide involves setting clear and achievable goals using the SMART principles and assigning tasks and responsibilities to ensure these goals are met. By following this structured approach, care services can implement practices that are tailored to their unique requirements, leading to improved outcomes and enhanced care delivery. Continuous monitoring and adjustment are key to adapting to any changes and ensuring the action plan remains relevant and effective.

For further information,
please contact
cmdt@staffordshire.gov.uk