

# Overview and Scrutiny Committee Adult Social Care & Health Quality Report



February 2025

## National Framework and Quality

Adult Social Care works within a legal and Statutory framework primarily defined by the Care Act 2014 which outlines the duties of local authorities to provide care and support to adults with needs.

Following the Health and Care Act 2022 this placed a new duty on the Care Quality Commission (CQC) to assess local framework delivery of their adult social care (ASC) duties under Part 1 of the Care Act 2014. This came into effect on 1 April 2023.

Quality and Learning is a key component of the CQC assessment, and theme four of the assessment framework 'Leadership', focuses on learning, improvement, innovation, governance, strategic planning, management and sustainability.

As part of ASC regulatory compliance, we must be able to evidence as a service that we focus on continuous learning, innovation and improvement across our organisation and the local system. With consideration to learning from people's feedback on their experiences of care and support, we should ensure that there is an inclusive and positive learning culture and that we have processes in place to ensure that learning happens particularly if something goes wrong.

In Adult Social Care, quality assurance activity is pivotal in the delivery of effective, appropriate services to and for the individual that result in positive experiences whilst recognising the need for individual choice and control.

## Local Framework for Quality Assurance and Learning in Adult Social Care

Quality Assurance activity includes collation of a range of data and perspectives relating to the quality, performance and effectiveness of services delivered to the residents of Sefton. Statistics are triangulated with additional forms of evidence to provide a clear picture of current practice and the impact of such on both individuals and communities.

Within Adult Social Care we have a range of information and data that we use to continue to learn and improve practice.

- Overarching Quality Assurance Framework
- Audit program and cycle (including thematic)
- Learning from compliments and complaints
- Learning from feedback
- Learning reviews including statutory Domestic Homicide reviews, Safeguarding Adults reviews and internal learning reviews
- Quality and Practice Alerts
- Listen and Learn briefings



# Adult Social Care Governance and Oversight

## Adult Social Care and Commissioning Senior Management Group

Weekly Departmental Manager Team Meetings (chaired by DASS) & fortnightly Senior Management Meetings (with wider leadership Team)

Emerging Insights, strategic decision making and risk escalation

### Performance and Finance Group

- ASC Performance Dashboards
- Service Performance Updates
- Finance Forecast Spend Position Report
- Performing areas that impact on spend and action plan
- Debt, Charging, Capital Plans

### Strategic Workforce

- An overview of internal workforce
- Learning and development
- Recruitment and retention
- Staff Survey
- Health & Safety
- Equality, Diversity & Inclusion

### Quality Practice and Safeguarding Group

- Practice audit outcomes
- Learning from incidents, reviews, SAR's, complaints, coroner and ombudsman findings
- Monitoring and oversight of quality improvement action plans.
- Monitoring of Lived Experience feedback

### Commissioning and DMT

- Market Sustainability
- Commissioning Programme
- Quality assurance
- Market oversight and use of resources
- Care Market Pressures Report

### Political Oversight & Committees

- Overview and Scrutiny (Health & Social Care)
- Health & Wellbeing Board
- Cabinet Member Briefings

### Leadership and learning forums

- Adult Social Care Improvement Board
- Operational Leadership Group
- Quality Improvement Forum & Practice forum
- Teams Talks

### Corporate Accountability (chair CEX)

- Strategic Finance Meeting
- Strategic Performance Board
- Corporate Workforce Board
- Corporate EDI Group
- Transformation Programme Board
- Three Key Leads Meeting

### Partnership Boards

- Sefton Partnership Board
- Safeguarding Adults Partnership Board
- Safer Sefton
- Domestic Abuse Board
- Health and Social Care Partnership forum

### External Scrutiny

- Adult Social Care and the Council have utilised the LGA Peer Review process to enhance our service delivery.
- Regularly access support through Care and Health Improvement Programme

## Quality and Practice – Activity During November 2024 to January 2025

### Areas of focus November 2024 to January 2025

- From November 2024 to January 2025 125 audits have been completed
- CQC preparation sessions held with 240 ASC staff over 3 weeks
- CQC onsite visit held week commencing 27<sup>th</sup> January and 109 staff supported across the 4-day visit
- Participation in two Domestic homicide reviews
- Chronology submissions completed in response to two Domestic Homicide review referrals
- Participation in one Safeguarding Adult review (SAR)
- Chronology Submission completed to support SAR referral made to Merseyside Safeguarding Adults Review Group (MSARG).
- Two learning from incidents completed by the Principal Social Worker.
- New Assessed and supported year in employment (ASYE) lead practitioner recruited and in post
- Safeguarding Week learning sessions held
- 6 x Lunch and Learn sessions held
- Training and development plan for ASC in place and linked to Performance Development Review (PDR) cycle
- Additional Advanced Mental Capacity Training Sessions commissioned to be held in February 2025
- Grow Our Own strategy successful for Occupational Therapists and Social Workers. We have 4 apprentices who have successfully graduated over the last 12 months and a further 7 who will be graduating in the next 3 years. In the last quarter we have had 1 member of staff qualify as an Approved Mental Health Practitioner (AMHP). 2 Social Work degree Apprenticeship completions with 1<sup>st</sup> Class Honours
- Design of 'Waiting well framework'.



# Learning in Adult Social Care through Audits



Sefton's Audit programme aims to ensure practice is consistent, high quality, effective, accountable and evidence based. Driving a programme of continuous improvement and learning by:

- engaging with and listening to staff, service users, partners, and providers
- ensuring learning from quality assurance activity contributes to service improvement
- meeting both national and local performance requirements
- placing the person at the centre of all that we do.

Theme	Action	Progress
Mental Capacity Act	Mental Capacity Act training required MCA Practice guidance and policy MCA assessment updated within Liquid logic	Training completed Policy completed Assessments update completed
Standards of Recording practice	Review of Standard of recording practice policy Standard of recording training session to be developed	Review completed Training sessions developed and delivered
Evidencing that Carers assessments have been offered	Quality alert to be shared with all staff Learning shared at the Adult Social Care Practice forum including Carers Centre update	Quality Alert completed Practice forum discussion completed
Evidencing that assessments and support plans have been shared with the person or advocate	Quality alert to be shared with all staff Learning shared at the Adult Social Care Practice forum	Quality Alert completed Practice forum discussion completed

Sefton Council  
Adult Social Care  
Practice Framework  
V2



# Learning in Adult Social Care

Adult Social Care is committed to a safe and open learning culture so that, as a service and practitioners, we continue to develop and grow by:

- Utilising internal learning review process to identify immediate learning and improvements
- Participating and learning from local, regional and statutory reviews including Safeguarding Adults reviews, Domestic Homicide reviews and Leder Reviews
- Triangulation of learning opportunities completed within ASC are reviewed and monitored QSPAG to support CPD/Training offer for all staff and drive quality improvements
- Cross partnership learning across boards, to reduce duplication and provide a consistent approach across Sefton.



Learning from	Learning Action	Progress
Safeguarding adults review (Statutory review)	Mental Capacity Act training required including executive functioning Jointly design Self neglect policy with Safeguarding Adults Partnership Board	MCA training commissioned and sessions delivered Draft Self neglect policy designed awaiting sign off at board
Domestic homicide review (Statutory Review)	Development of 7 minutes MARAM briefing by PSW and Safeguarding Adults Board Domestic Abuse Risk Assessment toolkit June 2024 to be updated and built into Liquid Logic Role of MARAC training sessions to be held with Safeguarding team	Briefing completed and shared via Practice forum and dedicated sessions at safeguarding week. Risk assessment tool updated and embedded into LAS. Training Session underway
Learning from incidents (internal learning review)	Design of Proportionate review guidance inline with Chief Social Worker guidance update	Guidance completed and shared via Practice forum



## Compliments and Complaints, Ombudsman findings

The tables evidence the number of compliments and complaints ASC has received over the past three months, (November to January) and the category of complaints.

During this period 15 complaints have been fully upheld. 4 were partially upheld. 4 complaints were resolved at the point of contact and 7 remain ongoing and within timeframe.

During this quarter we have received two ombudsman's complaints that have been determined as no further action and no investigation taken by the ombudsman.

ASC review information from complaints and compliments to improve services. The most recent Listen and Learning bulletin highlights communication as a key theme in complaints, and staff have been reminded about the importance of keeping families informed when they are waiting on allocation of a social worker, or to provide an update in relation to the next steps on their journey within ASC. The bulletin also identified areas of best practice relating to communication from feedback through compliments.

Type of Complaint	Number
Complaint	32
Compliment	32
Councillor/ MP enquiry	20
<b>Total</b>	<b>84</b>

Category of complaint	Number
Decision Making	9
Staff Attitude/behaviour	2
Service Provision	10
Finance and Funding	3
Information and Advice	4
Uncategorised	4



## Compliments and Complaints

Examples of feedback Adult Social Care have received from people who access our service over the last quarter:

*“My son moved into supported living last October - unfortunately due to no fault of his has had to move home. The Social worker arranged carers at home so that I could still go away on a pre-planned holiday. Since then they have suggested other avenues - shared lives etc to help us as a family.*

*The social worker has now secured son a place in an alternative supported living much closer to home which we are very happy with. Social worker has worked so hard the last couple of months to help us and secure son his new home. I wanted to acknowledge all the hard work and express our gratitude.”*

*“Can I also just add that how you handled mum yesterday was perfect. You read the room and her attitude and knew exactly when to change subject and that skill is what made the meeting be so much less traumatic for all of us involved - so thank you.”*

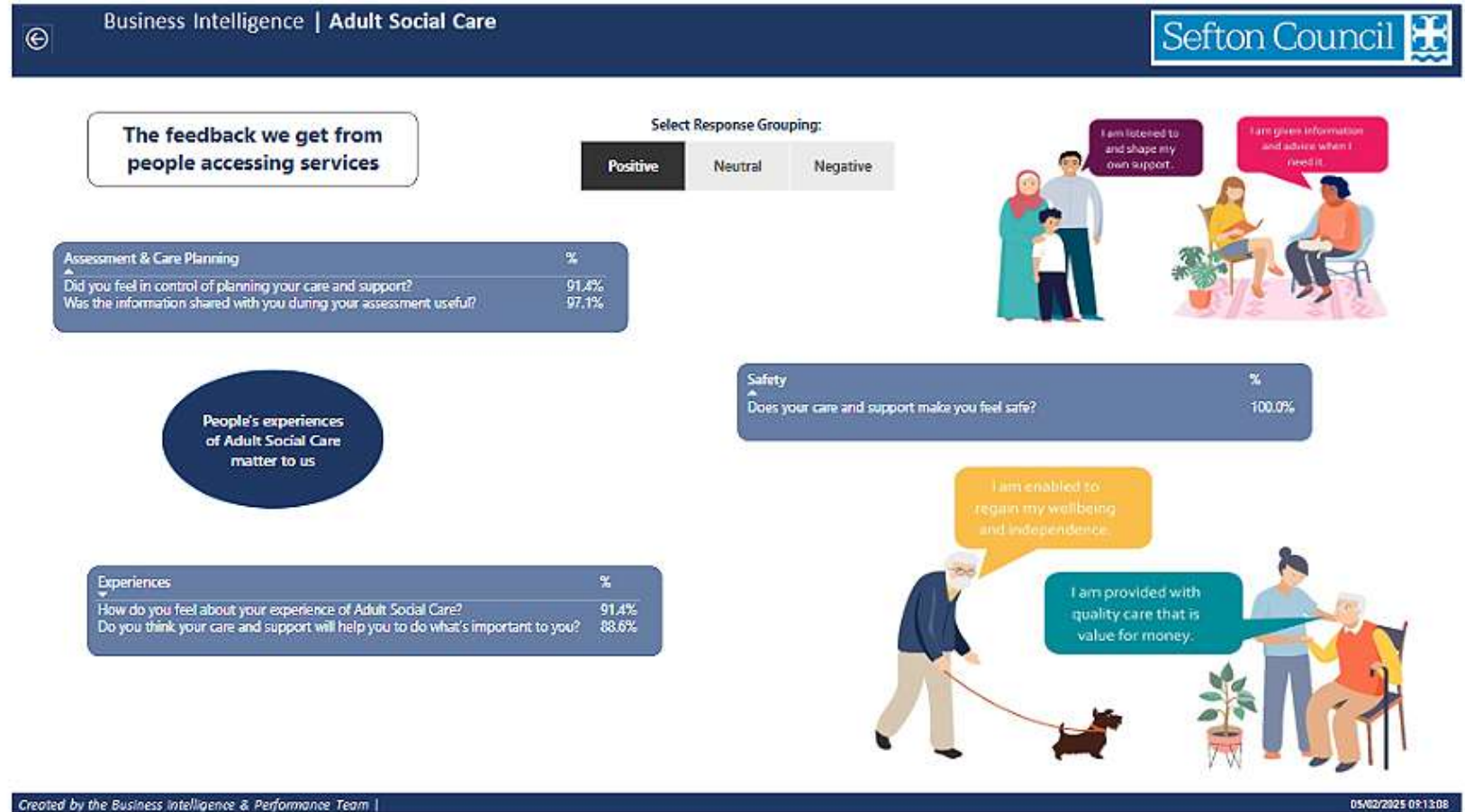
*“I would like to thank -Occupational Therapist for his kind and understanding approach when he completed an assessment for my Daughter. The adaptation has now been installed for her and has made a really positive change to how she lives with her condition and. Disability. She is much more confident. Thank you.”*

# Feedback from people using services

Whilst collating feedback from people who access our services via the compliments and complaints system. We also collate feedback during the assessment/ review process, via the following qualitative measures. The questions were refreshed following staff feedback in November 2024 and to date we have had only 35 responses and therefore the data set is limited.

In late December 2024, ASC launched a QR code that gives people the opportunity to complete an online survey, that highlights any compliments/ complaints they may have.

Adult Social Care – User Experience Survey  
<https://bit.ly/AdultSocialCareUserExperienceSurvey>  
  

## Learning and Development

Adult Social Care continues to monitor all corporate mandatory training with the local target set at 90%. The table reflects the current position as of the 31/1/2025.

In addition to the corporate Mandatory training, the following training has been provided to ASC Staff since October 2024.

- **Advanced MCA – Assessing Capacity and Best Interests** . (8 sessions with 2 further sessions in February 2025)
- **Developing Effective Supervision: Core Skills for Supervisors** (5 sessions)
- **Minute Taking for ASC business support staff.** (3 sessions)
- **LA Limits and NHS CHC Eligibility. Staff nominated from Teams.** (3 sessions)

The Health and Care Act 2022 introduced a statutory requirement that regulated service providers must ensure their staff receive learning disability and autism training appropriate to their role. The Oliver McGowan Mandatory Training is the standardised training that was developed for this purpose and is the government's preferred and recommended training for health and social care staff.

To date **207 ASC staff had completed the eLearning. Tier 1 – part 2 (1-hour webinar) and Tier 2- part 2 (1-day course) training** is organised to run from **April 2025 through to March 2026.**

Mandatory Courses for All Staff	No. of Staff Completed	No. of Staff Not Completed	Total No. of Staff	% Up to Date
Code of Conduct	347	69	416	<b>83.41%</b>
Information Compliance	301	115	416	<b>72.36%</b>
Equality & Diversity Awareness (All Staff)	326	90	416	<b>78.37%</b>
Health & Safety	350	66	416	<b>84.13%</b>
Safeguarding Adults Awareness	370	46	416	<b>88.94%</b>
Safeguarding Children Awareness	348	68	416	<b>83.65%</b>
Climate Change	375	41	416	<b>90.14%</b>

## Safeguarding Adults Partnership Board

Over the past three months the Partnership has achieved the following:

- ❖ Appointment of a well experienced Independent Chair for the Partnership
- ❖ Facilitated and delivered a successful range of awareness raising events during National Safeguarding Adults Week to a multi-disciplinary audience
- ❖ Completed a Safeguarding Adults Review for Audrey to be presented for approval at the forthcoming Board Meeting in early February
- ❖ Two learning reviews to commence February 2025
- ❖ Introduced a Strategic Leads Safeguarding Meeting with the Chief Executive
- ❖ Produced a:
  - Self Neglect Policy
  - Risk Policy and
  - Hoarding Policy



[https://www.seftonsab.org.uk/assets/a1adc753/professional\\_curiosity.pdf](https://www.seftonsab.org.uk/assets/a1adc753/professional_curiosity.pdf)

# Care Market – Quality of the Market

Currently 86% of **Community Services** Providers in Sefton are rated as good or outstanding. 70% of **Care Home beds** are in homes rated as good or outstanding. Sefton currently has 1 care home rated CQC “Inadequate”.

Of the people that we are currently commissioning the care for, nearly 81% are with providers rated good or outstanding.

67 people are placed with inadequate providers. This includes 1 Domiciliary Care Provider and 2 Nursing Homes (one of which is in Sefton).

All individuals have been reviewed and action plans and risk mitigation is in place for all placements with those providers rated inadequate which includes oversight by both health and social care professionals. This can include suspension of new placements and targeted support for providers from the Council and NHS. Wherever required, alternative support is arranged.

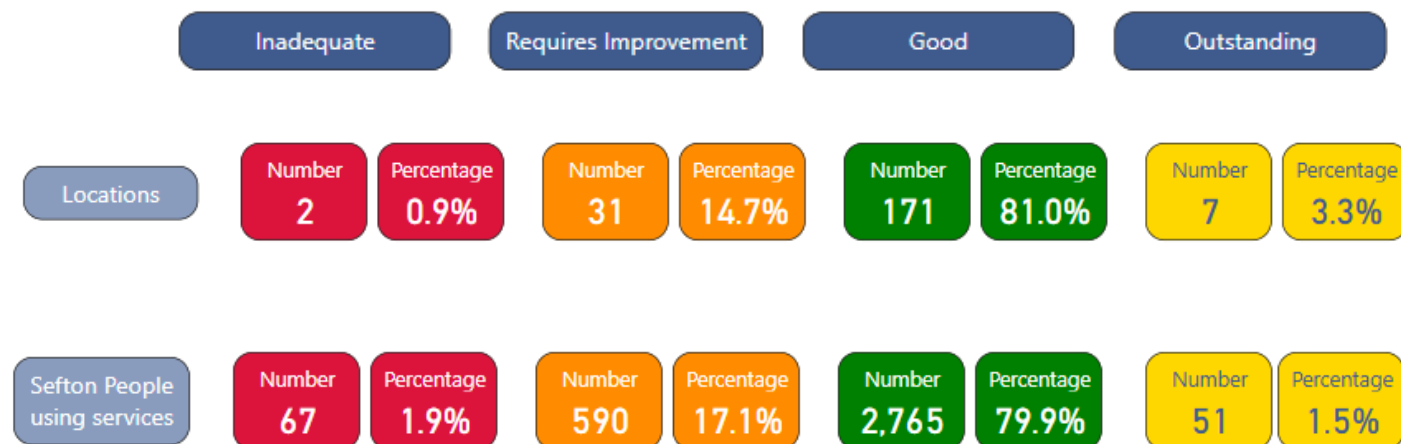
CQC are responsible for the reassessment of providers and have now adopted a risk-based approach, which can mean a significant delay in returning to re inspect, especially if there is no deterioration in concern or indeed if the situation is improving

The service continues however to work in close partnership with Sefton Place NHS colleagues to adopt a robust monitoring and quality improvement approach, where concerns are raised. An example of this is for a Southport care home where new admissions have been suspended due to safeguarding concerns.

The Quality Assurance Team are continuing to conduct compliance visits to care homes utilising the PAMMS system, working jointly with the Safeguarding Team and meeting with wider partners such as the Care Quality Commission (CQC), through the Care Quality & Risk meetings where intelligence on care homes is shared.

Healthwatch colleagues are also supporting with visits across the care market as part of the “Enter and View” programme.

*January 2025 snapshot*



## Appendices

## Actions to be taken in responses to Carer Surveys

Local authorities in England with responsibility for providing Adult Social Care services are required to conduct a biennial survey of carers. The Survey of Adults Carers in England (SACE) contains questions about the carer's general health and wellbeing; how services impact their quality of life; and the quality of services being provided. Whilst this feedback was gathered in 2023, comparator results of the Carers Survey have just been made available.

The outcome of the responses received from the SACE indicate that in a number of domains there has been a decline in what carers report. This includes how much control they feel they have over their daily life, the levels of loneliness and self neglect being experienced, how involved they feel in discussions regarding the person they care for and how easy they find accessing information/advice.

Since the time of the survey there has been continued work undertaken with partners in relation to supporting carers. Carers from across the borough, system partners and Council colleagues have come together to coproduce a new Sefton Carers Strategy 2025 – 2028. Carers developed the vision, and the strategy's six themes, which are:

- Early Identification, Recognition and Appreciation of Carers
- Information and Advice
- Young Carers
- Empowering Carers
- Health & Well-being
- Carers Assessments

This strategy closely aligns with national and local policy drivers and has early intervention and prevention at its heart. It is intended for carers of all ages and sets out what we will do together to improve their health and well-being. The strategy and accompanying action plan were shared with carers groups on Carers Rights Day, November 21 2024, and received their support.

- ✔ Sefton's value falls into the top quartile
- ▬ Sefton's value falls into one of the two middle quartiles
- ✘ Sefton's value falls into the bottom quartile

Theme	Good is	Sefton	Statistical Neighbours	North West	England
<b>Satisfaction</b> <i>(proportion of carers either extremely, very or quite satisfied)</i>	High	63.4	▬ 69.5	▬ 66.8	▬ 67.1
<b>Control</b> <i>(proportion of carers reporting as much control over their daily life as they want)</i>	High	13.7	✘ 21.4	✘ 21	✘ 21.5
<b>Time spent</b> <i>(proportion of carers reporting they are able to spend their time as they want)</i>	High	11	✘ 15.3	✘ 15.1	✘ 16
<b>Self-neglect</b> <i>(proportion of carers reporting they look after themselves)</i>	High	46.7	▬ 47.1	▬ 47	▬ 46.7
<b>Social contact</b> <i>(proportion of carers reporting they have as much social contact as they want)</i>	High	26.8	▬ 30.8	▬ 30.4	▬ 30
<b>Involvement</b> <i>(proportion of carers reporting they were involved in the discussions about the person they care for)</i>	High	29.3	✘ 38.3	✘ 36.9	✘ 36.9
<b>Financial difficulties</b> <i>(proportion of carers reporting they did not have any financial difficulties caused by caring)</i>	High	52.8	▬ 57.1	▬ 54	▬ 53.4
<b>Safety</b> <i>(proportion of carers reporting they have no worries about personal safety)</i>	High	79.7	▬ 81.7	▬ 82.3	▬ 81
<b>Information &amp; Advice</b> <i>(proportion of carers reporting information was easy to find)</i>	High	55.3	✘ 63.1	✘ 58.7	▬ 59
<b>Loneliness</b> <i>(proportion of carers reporting they feel lonely often or always)</i>	Low	19.9	✘ 13.4	✘ 15.6	✘ 13.3

## Actions to be taken in response to Adult Social Care Survey (ASCS)

- ✔ Sefton's value falls into the top quartile
- ▬ Sefton's value falls into one of the two middle quartiles
- ✘ Sefton's value falls into the bottom quartile

Local authorities in England with responsibility for providing Adult Social Care services are required to conduct an annual survey of their service users. The Adult Social Care Survey (ASCS) asks questions about general health and wellbeing; how services impact their quality of life, and the quality of services being provided. The results of the client survey 23/24 have recently been published (for Sefton 429 people responded, a 24.8% response rate).

Satisfaction levels in Sefton remained stable from the previous survey. Overall quality of life has also remained stable from the previous survey, with levels slightly above other Local Authorities. In respect of reported choice and control, Sefton has similar levels to the North West and England but ranks below statistical neighbours.

Respondents reported poor health, loneliness, anxiety & depression and concerns re cleanliness as areas of focus, as well as difficulties accessing advice and information. The findings from the survey have been shared with the adult social care forum and used to inform the proposed priorities for the draft Early Intervention and Prevention Strategy 2025–2027. Key stakeholders, including community members, carers, and leaders from Community Voluntary Services, participated in an engagement event on December 5, 2024.

During this event, community empowerment and reducing social isolation were among those identified as priority areas for the strategy. Additional events will take place in January to further explore collaborative actions needed to improve outcomes for residents of Sefton. A full report on the Early Intervention and Prevention Strategy will be presented to Overview and Scrutiny Committee in due course.

Adult Social Care is also piloting a new approach called the Three Conversations. It recognises that people are the experts in their own lives, and it is essential to listen carefully rather than prescribe a service. This approach empowers individuals to maintain choice and control over their lives and has fostered enthusiasm among team members. As a result, it has led to positive examples of personalised care and support. This approach will be rolled out service wide.

Satisfaction	Good is	Sefton	Statistical Neighbours	North West	England
<b>Satisfaction</b> <i>(proportion of service users either extremely, very or quite satisfied with the care and support they receive)</i>	High	89.6	▬ 90	▬ 88.9	▬ 88.7
<b>Choice</b> <i>(proportion of service users reporting they have enough choice over care and support services)</i>	High	65.2	✘ 70.2	▬ 67.8	▬ 66.2
<b>Control</b> <i>(proportion of service users reporting they have as much control as they want or adequate control over their daily lives)</i>	High	75.3	✘ 79.6	▬ 78.6	▬ 77.6
Health	Good is	Sefton	Statistical Neighbours	North West	England
<b>General health</b> <i>(proportion of service users reporting their health is either bad or very bad)</i>	Low	19.2	▬ 18	▬ 19.6	▬ 18.3
<b>Pain and discomfort</b> <i>(proportion of service users reporting they have extreme pain or discomfort)</i>	Low	15.6	✘ 13	▬ 13.9	✘ 13.2
<b>Anxiety and depression</b> <i>(proportion of service users reporting they are extremely anxious or depressed)</i>	Low	12.1	✘ 7.8	✘ 9	✘ 8.7
Social Contact	Good is	Sefton	Statistical Neighbours	North West	England
<b>Social contact</b> <i>(proportion of service users reporting they have as much social contact as they want with people they like or have adequate social contact)</i>	High	74.6	✘ 79.4	▬ 77.6	▬ 76.9
<b>Loneliness</b> <i>(proportion of service users reporting they feel lonely either often or always, or some of the time)</i>	Low	43.2	✘ 39.4	▬ 39.6	▬ 40.8
<b>Time spent</b> <i>(proportion of service users reporting they are able to spend their time as they want, doing things they value or enjoy or are able to do enough of the things they value or enjoy)</i>	High	62.2	✘ 70.8	✘ 69.1	✘ 69.1
<b>Getting outside</b> <i>(proportion of service users reporting they can get to all the places in their local area that they want)</i>	High	28.9	▬ 31.2	▬ 29.7	▬ 29.6