

**REPORT TO:** Cabinet Member Health & Social Care  
Overview & Scrutiny Committee ( Health & Social Care )

**DATE:** 26<sup>th</sup> May 2010  
25<sup>th</sup> May 2010

**SUBJECT:** Service Inspection of Adult Social Care

**WARDS  
AFFECTED:** Non Directly

**REPORT OF:** Robina Critchley  
Adult Social Care Director

**CONTACT  
OFFICER:** Margaret Milne  
Principal Manager, Adult Social Care

**EXEMPT/  
CONFIDENTIAL:** No

**PURPOSE/SUMMARY:**

To present to Members the report of the Care Quality Commission on the inspection of Adult Social Care.

**REASON WHY DECISION REQUIRED:**

Requirement to bring this matter formally to the attention of elected members.

**RECOMMENDATION(S):**

- (i) That Members note the report of the Care Quality Commission on the inspection of Adult Social Care.
- (ii) Agree the recommendation being addressed through the Improvement Plan.

**KEY DECISION:** No

**FORWARD PLAN:** No

**IMPLEMENTATION DATE:** n/a

**ALTERNATIVE OPTIONS:**

None

**IMPLICATIONS:**

**Budget/Policy Framework:** None

**Financial:** None

<b><u>CAPITAL EXPENDITURE</u></b>	<b>2009 2010 £</b>	<b>2010/ 2011 £</b>	<b>2011/ 2012 £</b>	<b>2012/ 2013 £</b>
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<b><u>REVENUE IMPLICATIONS</u></b>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

**Legal:** None

**Risk Assessment:** None

**Asset Management:** n/a

**CONSULTATION UNDERTAKEN/VIEWS**

There are no financial consequences and therefore the Finance Director has not been consulted.

#### **CORPORATE OBJECTIVE MONITORING:**

<b><u>Corporate Objective</u></b>		<b><u>Positive Impact</u></b>	<b><u>Neutral Impact</u></b>	<b><u>Negative Impact</u></b>
1	Creating a Learning Community		√	
2	Creating Safe Communities	√		
3	Jobs and Prosperity		√	
4	Improving Health and Well-Being	√		
5	Environmental Sustainability		√	
6	Creating Inclusive Communities	√		
7	Improving the Quality of Council Services and Strengthening local Democracy	√		
8	Children and Young People		√	

#### **LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT**

#### **Background**

Members will be aware that an inspection took place in December 2009 in respect of Adult Social Care with a focus of inspection on:

- Safeguarding Adults
- Improved quality of life for older people
- Increased choice and control for older people

The final report was published 16 March 2010 and is attached at Annex A.

The Care Quality Commission judges the performance of councils using the following four grades: 'performing poorly', 'performing adequately', 'performing well' and 'performing excellently'.

In conclusion the Care Quality Commission judged the council as follows:

### **Safeguarding Adults:**

The Care Quality Commission concluded that Sefton was performing well in safeguarding adults.

### **Improved quality of life for older people:**

The Care Quality Commission concluded that Sefton was performing excellently in supporting improved quality of life.

### **Increased quality and control for older people:**

The Care Quality Commission concluded that Sefton was performing well in supporting increased choice and control.

### **Capacity to improve:**

The Care Quality Commission rates the council's ability to improve its performance using the following four grades: 'poor', 'uncertain', 'promising' and excellent.

The Care Quality Commission concluded that the capacity to improve in Sefton was 'promising'.

In order to rise to the challenge of continuous improvement the Care Quality Commission made three overall recommendations:

## **1. Safeguarding Adults**

The Council and partners should:

- Improve practice in relation to identification of ongoing risks and the implementation of protection plans.

- Strengthen recording and ensure the managers' decisions are clear.
- Develop the Adult Safeguarding Executive Board, clarify interagency commitments, and implement a system of cross-agency performance management.
- Develop differentiated training opportunities for key staff from all agencies and ensure attendance.
- Make the role of the adult safeguarding co-ordinator more focused on quality assuring practice.

## **2. Improved quality of life for older people**

The Council should:

- Improve the availability of individualised and independence-promoting support in the community including Day Opportunities and Extra Care accommodation.
- Progress the planned production of a carers' strategy. Ensure that there is an implementation plan that clearly sets out the levels and types of support.

## **3. Increased choice and control for older people**

The Council should:

- Ensure that care planning increasingly reflects the individual aspiration of service users as well as meeting their physical care needs.
- Ensure that information about services and support that is produced is properly distributed and made available to the public.
- Use advocacy in a more focused and precise way to ensure that the views of people who use services are heard and responded to more effectively.
- Work with partners to improve the consistency of outcomes for people who use services and their carers at the time of discharge from hospital.
- Use the intelligence gathering through the complaints process more effectively to fine-tune and improve overall service provision and processes.

The subsequent Improvement Plan was submitted to the Care Quality Commission on 23<sup>rd</sup> April and a copy is attached in Annex B. The timescale for this plan is six months.