
Health and Adult Social Care Select Committee Meeting 22nd March 2010

Report of the Director of Adult, Community and Housing Services

Up-date on the Care Quality Commission Service Inspection of Adult Social Care 2009 Action Plan

Purpose of Report

1. For the Health and Adult Social Care Committee Cabinet to receive an up-date on the progress being made on the Care Quality Commission (CQC) Service inspection of aspects of Adult Social Care in Dudley.

Background

2. A Report on the outcome of a Service Inspection of aspects of Adult Social Care Services in Dudley and an associated Action Plan was made to the Cabinet on 28th October 2009.
3. The Director of Adult, Community and Housing Services was in attendance at the meeting of the Health and Adult Social Care Committee following that Cabinet on 19th November 2009. The Committee discussed the outcome of the Inspection and the Action Plan which was agreed at Cabinet with the Director at that meeting in considerable detail. It was agreed at that meeting to bring a further paper in due course outlining early progress and that is the focus of this Report.
4. The aspects of adult social care that were considered in the Service Inspection were in two main areas, those of "Safeguarding Adults" and "Improved Quality of Life for Older People." In addition, two supporting areas or "domains" of "Providing Leadership" and "Commissioning and Use of Resources" were also considered which provided a basis for a "Capacity to Improve" judgement.
5. In addition, the CQC published a broader judgement of all aspects of the Council's adult social care services in the round and this was considered by the Cabinet on 9th December 2009. In this broader assessment, the overall category given to the services was that its services were in the second highest grade of "performing well."
6. Progress on the main activity arising from the Inspection is as follows:

Safeguarding – this is also the subject of a separate report at this evening's meeting where the Annual Report of the Safeguarding Board is being presented and this is fundamentally the same area. As that Report indicates, an impressive number of actions have already been completed such as improvements in the

collection of data on adult protection where the number of recorded referrals is increasing; basic training on adult abuse awareness has been provided to considerable numbers of DACHS, NHS and independent sector staff; and professional practice and inter-agency co-operation are positive, but there needs to be further strengthening of compliance with the Safeguard and Protect Policy and Procedures. Partners are also more aware of Safeguarding and the Primary Care Trust, (NHS Dudley) have appointed a senior Manager to a Head of Safeguarding post indicating much stronger commitment in this area. In addition, the links between the Safeguarding and Commissioning have been strengthened still further so that work with care homes and home care agencies on safeguarding can also be progressed. Information has also been improved with an Easy Read version available on the web-site (available at: <http://www.dudley.gov.uk/health-social-care/safeguarding-vulnerable-adults/leaflets-and-publications.>)

Quality of Life for Older People – Likewise, much progress has been made in this area. The Carers Strategy has been completely up-dated and will be presented to the Cabinet approval on 17th March 2010. A connected result of this Strategy is that the number of separate assessments of Carers has also increased as a result of changes in procedure. Also, Libraries have been designated as “Carer Aware” places where carers can access information to help them in their lives. Training is being provided to all social work staff before the end of March on support planning including the need to ensure appropriate use of “universal” (available to all) facilities or services such as Community Centre activities, to meet people’s needs. Advanced discussions have been held about older people’s access to our services so that plans can be made to develop these further. In this context, systems for monitoring “repeat referrals” have been strengthened through better reporting. Information audit work is also well advanced so that people’s awareness of issues is maintained and a Directory of Information for the public based in our Library services has been developed as part of the “Transforming Social Care” initiative. The use of Telecare systems is continually being extended and a specific system called “Just Checking” is being introduced to assist people with dementia and their carers.

Leadership – adult social care are making good progress on setting up a User Led Organisation and a development day was held for the local sector at the beginning of February. The Older People’s Strategy has been up-dated with older people from Dudley continuing to be at the lead of this. Work has been undertaken with care providers to raise their awareness of the Transforming Social Care initiative and how they might change their offer over time to help meet the aspirations of people for more services that are still more personal to them. A new Joint Workforce Strategy has been developed with NHS Dudley which will also be considered by the Cabinet on 17th March – it shows the size of the health and social care workforce in Dudley (over 10,000 people working in many different settings from hospitals to people’s own homes.)

Commissioning and Use of Resources – the activity in this area cuts across the other areas and as indicated, the Carers Strategy has been up-dated and made new developments with the Library Service to promote Carers access to information. Information from the CQC on the quality of care homes in Dudley is included in the DACHS Quarterly Performance Report and no new placements are made in care homes that become designated as poor by the CQC as work goes on in the implementation of improvement plans.

Finance

13. The Action Plan is being completed within available resources.

Law

14. Adult Social Care Services are provided to the public as a result of a range of legislation and guidance including the NHS and Community Care Act 1990 which relates to assessment a range of other legislation about provision of services.

Equality Impact

15. A number of aspects of the Action Plan have implications for equality such as the need to ensure that older people access appropriate services when their need is such that they require them. Equality Impact Assessments are also a feature of the Action Plan.
16. Whilst there are no immediate consequences for children and young people arising from this report, in the context of the wider context for the services that were inspected, pressures of family life can be a factor in many of the circumstances that were considered.

Recommendation

- 17 It is recommended that:-

the Health and Adult Social Care Select Committee note the content of this report and comment as needed.



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List of Background Papers

CQC Service Inspection of Adult Social Care 2009 Action Plan (in Members Library.)