

REPORT TO: Executive Board

DATE: 2nd December 2010

REPORTING OFFICER: Strategic Director, Adults & Community

SUBJECT: Service Inspection of Adult Social Care – September 2010

WARDS: All wards

1.0 PURPOSE OF THE REPORT

- 1.1 To present the Executive Board with details of the outcome of the Service Inspection of Adult Social Care recently carried out by the Care Quality Commission (CQC).

2.0 RECOMMENDATION: That the Board:

- (1) Receive a presentation from Susan Talbot, CQC Lead Inspector
- (2) Note the contents of the report and associated appendices

3.0 SUPPORTING INFORMATION

3.1 Background/Methodology to Inspection

- 3.1.1 The CQC is the independent regulator of health and social care in England. CQC regulate care provided by the NHS, local authorities, private companies and voluntary organisations. The inspection of Adult Social Care services is an integral part of the wider performance assessment of Councils. Service inspections of adult social care use the CQC Adult Social Care Outcomes Framework including domains relating to capacity for improvement. Evidence is assembled and reported against outcomes and constituent performance characteristics for the areas selected for an individual inspection.

The areas inspectors assess include:

- how well local services meet people's needs
- whether they provide the right specialist services and how good they are
- how effectively the council involves local people in planning services.

The resulting inspection report looks at areas that are successful, areas that are less successful, and states what needs to be changed and improved.

3.1.2 An inspection team from CQC visited Halton in September 2010 to find out how well the Council was delivering adult social care. To do this, the inspection team looked at how well Halton was:

- Safeguarding adults whose circumstances made them vulnerable

As part of safeguarding, inspectors would have considered how we safeguard people from abuse, neglect and self harm. How we ensure that people who use services and their carers are free from discrimination, respected in terms of individual preferences, dignity and privacy.

- Improving the health and wellbeing of older people

Inspectors would have reviewed whether we ensure that people are well informed and advised about their physical, mental health and wellbeing and how this helps to lower rates of preventable illnesses and long term conditions. Inspectors would have reviewed how we support people to recover following treatment in hospital through rehabilitation, intermediate care or support at home. At the end of life, do we ensure that people who use our services and their carers have their wishes respected and are treated with dignity.

- Increasing choice and control for older people

Services would have been assessed in terms of how people are supported to take control of their support including the assessment of their needs and whether we support their choices via a wide range of services that help promote independence. Inspectors would have also reviewed how effectively we manage complaints.

3.1.3 Before visiting Halton, the inspection team reviewed a range of key documents supplied by the Council and assessed other information about how the Council was delivering and managing outcomes for people. This included, crucially, the council's own assessment of their overall performance. The team then refined the focus of the inspection to cover those areas where further evidence was required to ensure that there was a clear and accurate picture of how the Council was performing. During their visit, (which involved 6 working days fieldwork within Halton) the team met with people who used services and their carers, staff and managers from the Council and representatives of other organisations.

3.2 Summary of Findings

3.2.1 CQC judges the performance of Councils using the following four grades: -

- performing poorly
- performing adequately

- performing well
- performing excellently

3.2.2 In respect of the three areas outlined in paragraph 3.1.2, CQC concluded that Halton was :-

- performing **excellently** in safeguarding adults.
- performing **well** in supporting improved health and wellbeing of older people.
- performing **excellently** in supporting increased choice and control for older people.

3.2.3 CQC also rates a Council's capacity to improve its performance using the following four grades:-

- Poor
- Uncertain
- Promising
- Excellent

CQC concluded that the capacity to improve in Halton was **excellent**

3.2.4 A copy of the Inspection report produced by CQC can be found at Appendix 1.

3.3 Action Plan/Monitoring Arrangements

3.3.1 Appendix A of the Inspection report (pages 31 & 32), provides a summary of the recommendations made by CQC for improving performance in Halton and as a result the Council (in conjunction with its partners) has completed an Improvement Plan to address the issues raised. (This Improvement Plan is supported by a more detailed internal action plan). A copy of the Improvement Plan is attached at Appendix 2.

3.3.2 This Improvement Plan has been incorporated into Halton Safeguarding Adults Boards (HSAB) and the Health SSP performance management and business planning processes to ensure appropriate action/progress is taken/made.

3.3.3 The Improvement Plan will steer the work of the Council and its partners, with regards to adult social care over the next few months. The Council already have a strong base to make further improvements and recognise that we will do more to ensure that Halton residents receive the services they need. Given the dedication of our staff to deliver quality services and the commitment of the Council (and its partners) to support improvements we feel we can achieve the actions set down in the plan.

4.0 POLICY IMPLICATIONS

- 4.1 These are identified within the action plan at Appendix 2.

5.0 FINANCIAL IMPLICATIONS

- 5.1 The outcomes that are expected to be achieved will be done so from within existing budgets, however consideration will need to be given in respect of the ongoing efficiency review and other associated budgetary issues and the possible impact on service delivery.
- 5.2 At this stage it is anticipated that the actions linked to transport (Action point 2.2.2 'Address gaps in access to and the flexibility of local transport') may require further review and if resources are required then the implications etc will have to be addressed by the Council's Executive Board.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

No specific issues identified

6.2 Employment, Learning and Skills in Halton

No specific issues identified

6.3 A Healthy Halton

The outcomes of the Inspection and its resulting action plan clearly demonstrates the Council's commitment, (along with its partners), in recognising the needs of Service Users and their Carers in promoting the health and wellbeing of vulnerable adults within the Community.

6.4 A Safer Halton

The Council and its partners (via the HSAB) continue to ensure that adults whose circumstances make them vulnerable are safeguarded.

6.5 Halton's Urban Renewal

No specific issues identified

7.0 RISK ANALYSIS

- 7.1 The main risk associated with the delivery of the outcomes outlined in the action plan are linked to financial implications as outlined in paragraph 5 of this report.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 No specific issues identified