

## REPORT TO CABINET

Title: **SERVICE INSPECTION OF ADULT SOCIAL CARE**

Date: 24 September 2009

Member Reporting: Councillor Dudley

Contact Officer(s): Allan Brown, Head Of Adult Services

Wards Affected: All

### 1. SUMMARY

1.1.1 The Care Quality Commission (CQC) undertake a programme of inspection visits to local authorities throughout the year. In June two inspectors and an expert by experience visited the Royal Borough. The focus of the inspection was on safeguarding and increased choice and control. The report on the outcome of the inspection is being presented by the Lead Inspector, Rachel Cheney, to Cabinet.

### 2. RECOMMENDATION: That:

- i) **The report from the Lead Inspector be received and the recommendations and the action plan be accepted.**
- ii) **The Strategic Director of Adult and Community Services be requested to thank the Adult Social Care staff on behalf of Cabinet regarding the positive outcome of the inspection.**

<p>The inspection has highlighted a number of areas for development. These areas when developed should result in improved safeguarding arrangements for vulnerable people in the Borough and increased choice and control.</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### 3. SUPPORTING INFORMATION

#### 3.1 Background

3.1.1 The CQC undertook a programme of inspection visits as part of their monitoring arrangements and in June two inspectors and an expert by experience visited the Royal Borough. The focus of the inspection was around adult safeguarding and increased choice and control.

3.1.2 The inspection process is detailed and relates to national standards which the CQC have developed. Prior to the visit, staff from the Royal Borough submitted a significant amount of information relating to safeguarding and older people's services which were the services looked at in relation to choice and control.

3.1.3 Before the visit there was a customer survey undertaken by the CQC which involved sending questionnaires to two hundred older people and one hundred

people who had been involved in the safeguarding process. The outcome of the surveys were incorporated into the inspection report.

- 3.1.4 During the inspection which took place over six days in June, the inspectors examined sixteen files in detail and subsequently interviewed eight of the service users involved and their care managers/occupational therapy staff. In addition, the inspectors interviewed the Lead Member, senior managers, other professional staff, colleagues from the health service and representatives from voluntary organisations.
- 3.1.5 Following the presentation of the report to members, the report becomes a public document and will be posted on the CQC website. Copies will be made available to people who met the inspectors, the statutory and voluntary agencies and other people with an interest in social care services.
- 3.1.6 The report covers three areas. The first is safeguarding which has been judged as being **adequate**. Members will be aware that there has been a significant amount of investment in safeguarding services which has now been given a higher priority across the council. A safeguarding manager has been appointed as well as an independent chair and a local Safeguarding Adults Partnership Board established which just covers the Royal Borough. Whilst the report acknowledges that good progress has been made in establishing safeguarding procedures, it was felt that further work is needed to ensure that policies and procedures were being implemented consistently across all partner agencies and that awareness should be raised across the council in relation to safeguarding. This included improving the reliability of case recording systems to evidence consistent application of safeguarding processes. This had already been highlighted by the service area, action taken and the new system provided greater structure for recording and case management. Inspectors concluded it had potential for the necessary improvements.
- 3.1.7 As far as increased choice and control is concerned, the council was judged to be **performing well**. Within the report there are some very helpful comments about the services available for our residents and people spoke positively about the information and support they received from staff in adult social care schemes. The report commented that residents were very positive about the way that social care staff worked with them, valuing their professionalism and expertise. Staff were building relationships and maintaining contact with people who use services and carers to support them through complex and challenging times. People felt that their views were listened to and their wishes were taken into account when assessments were completed and services arranged.
- 3.1.8 The report also covered Leadership and it was acknowledged that there was a clear vision for adult social care services, and that there was a strong commitment to both the safeguarding of vulnerable adults and the transformation of adult social care services. It was acknowledged that the council valued the social care workforce as integral to the council's effective delivery of social care services.
- 3.1.9 The report also looks at the commissioning and use of resources and acknowledged that the council had engaged a good range of partners in the transformation programme for social care making good use of relevant expertise and enabling people to have an influence. In recent years there has been a greater emphasis put on commissioning which has seen the development of two residential

facilities as well as two new day services which have been developed in a very cost effective way with partner agencies.

3.1.10 The reports concludes that as far as prospects for improvement are concerned, that these are **promising**.

3.1.11 The report contains twelve recommendations, all of which have been accepted. An action plan has been established to implement the recommendations and this is contained as Appendix 1. The Action Plan will be monitored through the Directors Management Team and reported to Overview and Scrutiny in 2010, as part of a Quality Assurance framework. It will also be overseen by the Local Safeguarding Board.

#### **4. OPTIONS AVAILABLE ON RISK ASSESSMENT**

##### **4.1.1 Options**

	<b>Option</b>	<b>Comments</b>	<b>Financial Implications</b>
1.	Accept the report and it's recommendations.	CQC is a statutory organisation whose responsibilities include inspection of social care. The inspection that has taken place in the borough is part of the ongoing programme for CQC and the Royal Borough is required to co-operate.	Nil

#### **5. FINANCIAL IMPLICATIONS**

5.1.1 Revenue - some additional monies will be required to meet some of the recommendations but these will be met from existing resources. Discussions are underway with the PCT to seek a financial contribution towards funding Safeguarding posts, and development of the strategy.

#### **6. RISKS**

6.1.1 The council is required to implement these recommendations. Any risk associated to implementing these recommendations is medium or low risk.

#### **7. CONSULTATION**

7.1.1 The CQC consulted with the Royal Borough and a wide range of organisation and a significant number of users and carers throughout the inspection process.

#### **8. COMMENTS FROM OVERVIEW AND SCRUTINY**

8.1.1 As this document is not a public document until it is presented to Cabinet, it has not, at this stage, been presented to Overview and Scrutiny. However, following this

Cabinet, the report will be presented to Overview and Scrutiny along with the Action Plan.

Background papers:

Care Quality Commission – Inspection Report. Service Inspection of Adult Social Care: Royal Borough of Windsor & Maidenhead. Focus of inspection: Safeguarding Adults and Increased Choice and Control. Date of inspection: June 2009. Date of publication: 24 September 2009