

CABINET

23 NOVEMBER 2010

REPORT OF THE CABINET MEMBER FOR HEALTH AND ADULT SERVICES

Title: Adult Social Care: CQC Inspection Reports Findings	For Decision
<p>Summary:</p> <p>In July 2010 an inspection team from the Care Quality Commission (CQC), the independent regulator of health and social care in England, visited the Council to find out how well it was delivering adult social care.</p> <p>CQC concluded that the Council was performing well in safeguarding adults and in supporting improved health and well being for people with learning disabilities.</p> <p>CQC also concluded that the Council's capacity to improve was promising.</p> <p>This report summarises the findings from the inspection</p> <p>Before their visit the inspection team reviewed the Council's own assessment of overall performance together with a range of key documents. During their visit, the team met with people who used services and their carers, staff and managers from the Council and representatives of other organisations.</p> <p>A full copy of the CQC report, which appears in Appendix 1, sets out the findings, areas for development and recommendations for improvements.</p> <p>In the confidential section of this agenda are an introductory report and the Care Quality Commission's annual performance assessment 2009-10. These documents are included as Appendices 3 and 4 respectively. The CQC have embargoed these documents until 25 November 2010.</p> <p>Wards Affected: All</p>	
<p>Recommendation(s)</p> <p>The Cabinet is recommended to :</p> <ul style="list-style-type: none">(i) note the findings of the inspection and the judgement that Adult Social Care services are performing well with promising prospects(ii) agree action plan to improve services further which has been devised to respond to the recommendations	
<p>Reason(s)</p> <p>The Council is required by the Care Quality Commission to present the inspection report to Cabinet and make publicly available the results of the inspection.</p>	

Comments of the Chief Financial Officer		
Any additional financial consequences resulting from the Action Plan will be met from within existing budgets.		
Comments of the Legal Partner		
The Council is required to publish its inspection report as required under the legislative provisions governing the operation of the CQC.		
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1. Background

- 1.1 The Care Quality Commission (CQC), the independent regulator of health and social care in England, announced in March 2010 that it was to conduct an inspection of adult social care in Barking and Dagenham. Formal notification was received from CQC in April when the Council was advised that the focus of the inspection would be on adult safeguarding across all user groups and on improving health and wellbeing for people with learning disabilities.
- 1.2 The Council was one of seventeen local authorities inspected by the Care Quality Commission in 2010 and only one of three in which services for people with a learning disability was the focus.
- 1.3 Before their visit the inspection team requested a range of key documents supplied from the Council and assessed other information about how the Council was delivering and managing outcomes for people. This included, crucially, the Council's own self assessment of performance. The CQC team then refined the focus of the fieldwork 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.
- 1.4 The inspection team from CQC visited the Council over a two week period in July 2010. During their visit the team met with people who used services and their carers, staff and managers from the Council and representatives of voluntary and statutory organisations.
- 1.5 CQC wrote to the Council in late September with a copy of their inspection report findings, attached in Appendix 1, together with a request that it be presented to Cabinet in November 2010.

2. Proposal

2.1 In its inspection report CQC made the following judgments, below, of how well the Council's adult social care services were performing.

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

- **For Safeguarding Adults:**
CQC said that the Council was **performing well**
- **For Improved Health and Wellbeing for People with Learning Disabilities:**
CQC said that the Council was **performing well**

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

- **For Capacity to improve**
CQC rated the Council as **promising**.

2.2 Safeguarding Adults

The Council's performance in the area of safeguarding adults stood out as amongst the best of those council's inspected in 2010. In particular CQC noted that the Council had demonstrated a strong commitment to strengthening adult safeguarding arrangements and had invested significant resources in a delivering a safeguarding service. Also of note was the development of a good range of community safety services and initiatives which helped keep people safe in their own homes and in the local community. The leadership the Council demonstrated in providing a wide range of safeguarding training to both Council and partner agency staff, in particular through the *I-Care* campaign, was cited as an example of an excellent way of raising awareness of safeguarding issues within the community. The Council's work in both community health services and with housing was noted as being particularly strong.

2.3 Improved Health and Wellbeing for People with Learning Disabilities

The Council was one of three authorities inspected in 2010 in which services for people with a learning disability was the focus and the only council where the focus was on health and wellbeing for this user group.

The Council was praised for its focused work on improving awareness of issues around health and wellbeing for people with learning disabilities and their carers, which had been well received by stakeholders. Community health was cited as a positive example of focused partnership work leading to improved liaison across health and social care. A range of stakeholders reported improved communication between general health services and social care and significantly increased awareness of health issues relating to people with learning disabilities amongst health professionals. The high numbers of people with a health action plan was

seen as a success together with the observation that people felt that these were being developed positively.

Our work within and across Council services received the credit it has been due, with CQC noting our effective partnership working between adult social care and leisure services which has led to an increased range of leisure opportunities for people with learning disabilities. Additionally, over the year we focused work to improve accessibility to museums and leisure centres, and this was also noted.

Our innovative work in promoting access to information, including our recently developed range of literature about health and wellbeing, including easy-read versions for people with learning disabilities were noted as of good quality. Many of our staff came in for justifiable praise, being described as helpful and friendly.

CQC praised the work of the Council in addressing the wider personalisation and prevention agenda in line with national priorities and noted positively that work was well underway to develop systems that would support people to maintain their independence and well-being, thereby avoiding contact with health and social services.

2.4 **Leadership**

CQC praised the Council for our vision for adult learning disability services, whilst noting that this rightly reflected national and local priorities. Strong partnership working with health at both strategic and operational levels was also singled out. CQC took particular note of our work to develop a health and wellbeing strategy with health partners (with its overarching action plan supported by ten more detailed action plans) and were impressed that each was monitored by a dedicated multi-agency sub-group to the health and wellbeing board.

2.5 **Commissioning and use of resources**

CQC noted our strong partnership work with health on commissioning, supported by much positive work undertaken to engage with providers and third sector organisations. We have been successfully using this approach for sharing information and promoting the vision for implementing the personalisation agenda.

Budgets were noted as being “effectively and regularly monitored with a clear focus on using resources effectively and achieving appropriate value for money”.

2.6 **Improvement Plan**

As part of their inspection process CQC seeks to identify areas for improvement and requests that councils submit improvement plans. In Barking and Dagenham a number of suggestions were made, but with CQC noting that in many areas improvement work was already well underway. The improvement plan, which was submitted this month to CQC, appears in **Appendix 2** of this report.

3. **Financial Issues**

3.1 Preparations for the inspection were met from existing departmental budgets, as will any consequences arising from the action plan detailed.

4. **Legal Issues**

The Council is required to publish its inspection report as required under the legislative provisions governing the operation of the CQC.

5. Other Implications

5.1 Customer Impact

The inspection report notes the strong performance of the Council in the areas of adult safeguarding and for improving the health and wellbeing of people with a learning disability.

This Council's Safeguarding Adults Strategy will have a positive impact upon reducing the inequalities faced by vulnerable adults by providing them with an increased access to support and the level of protection available. The shared partnership response means that the Council will be able to provide support across agencies and respond more effectively and in a person centred way.

While the inspection report notes the strong performance of the Council in addressing the social care needs of residents and service users and their carers it also contains recommendations which can only serve to drive forward improvements for all.

5.2 Safeguarding Children

Although there are no specific implications for the safeguarding of children, the report does reference those young people in transition from children's to adult social services. In particular it identifies more effective support planning for young people with learning disabilities in transition as an area for development. The Council has begun to work with all parents at an earlier stage of transition.

Much of the CQC report is given over to analysing the Council's performance in the area of adult safeguarding. Central to safeguarding adults are the concepts of dignity, respect, equality and fairness. The Council's Strategy and Action Plan builds upon the acknowledgement that some individuals are more likely to be abused than others and less likely to be able to protect themselves against significant harm or exploitation. It also makes the connection that quite often the risk posed to these vulnerable adults are further compounded by the presence of wider discrimination in relation to sexuality, age, faith, gender and/or ethnicity

The report concludes that the Council is performing well in safeguarding adults and notes that the Council has a strong commitment to strengthening adult safeguarding arrangements, has invested resources in a dedicated safeguarding adult's team, developed an effective range of community safety services and initiatives and delivered training across the partnership.

5.3 Health Issues

A large proportion of the CQC inspection concerned the health and wellbeing of people with a learning disability. The inspection team found that much effective targeted work to improve access to, and take-up of, primary healthcare services for people with learning disabilities goes on in the borough. It also noted that a high number of people had a health action plan, that services were promoting healthy lifestyles and supporting people positively in respect of their health needs.

Much work has been undertaken to improve joint working across health and social care, particularly in community health and much of this has helped people to either avoid unnecessary hospital admission or supported people to maintain their independence following hospital discharge.

6. Background Papers Used in the Preparation of the Report:

CQC Inspection Report.

7. List of appendices:

Appendix 1 - CQC Inspection Report

Appendix 2 - Adult Social Care inspection Improvement Plan