

Meeting of the Cabinet – 9th December 2009

Report of the Director of Adult, Community and Housing Services

**Care Quality Commission Annual Performance Assessment Report
of Adult Social Care Services in Dudley**

Purpose of Report

1. To report to Cabinet on the outcome of the Care Quality Commission (CQC) Annual Performance Assessment (APA) Report for Adult Social Care Services in Dudley 2008/09 which is attached as an Appendix to this Report after the covering letter from the CQC.

Background

2. The CQC was established in April 2009 when the three large Inspectorates – the Commission for Social Care Inspection (CSCI,) the Healthcare Commission and the Mental Health Act Commission were merged.
3. This was a substantial organisational change which resulted in the overall reduction of numbers of staff in the organisation with Inspectors from differing professional background now engaging in the inspection process of services in which they may not have previously worked.
4. At the same time as this substantial organisational change, a revised methodology for Service Inspections of adult social care services was introduced and a Report was considered by the Cabinet about a Service Inspection of Safeguarding and Quality of Life for Older People in Dudley at its last meeting in October 2009. The outcome of this specific Inspection has been taken into account by the CQC and so is only part of the wider process from which the CQC have determined their overall judgement.
5. The methodology for the assessment of the broader holistic assessment of all adult social care services according to the seven outcome areas that was established through the Department of Health (DH) White Paper *Our Health, Our Care, Our Say*. These were taken on by the CSCI and the CQC as its successor body as the framework for their overall assessment of performance but with an even greater focus on evidence provided on an on-going basis throughout the year. The changes that have been made are, firstly, that a commentary on the two 'domains' of leadership, use of resources and commissioning is given and this is directly transferred to the Comprehensive Area Assessment from the APA report. Secondly, an overall Grade is awarded for the Delivery of the seven

Outcome areas. Thirdly, the description of this overall Grade has been altered in the following four categories:

Performing excellently- overall delivering well above the minimum requirements for people

Performing well – consistently delivering above the minimum requirements for people

Performing adequately – only delivering the minimum requirements for people

Poorly performing – not delivering the minimum requirements for people

6. The more detailed description of these categories is included at Appendix 1. Within this new approach and in the light of the Service Inspection on Safeguarding and Quality of Life for Older People in 2009, the rounded judgement of Dudley’s overall activity is the second highest within this new regime i.e. the Grade Awarded for Delivery of Outcomes is the second highest of “Performing Well.”

Delivering Outcomes	Grade Awarded
Improved health and well-being	Well
Improved quality of life	Well
Making a positive contribution	Excellently
Increased choice and control	Well
Freedom from discrimination or harassment	Well
Economic well-being	Excellently
Maintaining personal dignity and respect	Adequately

Table 1: Source – CQC APA Letter dated 12th October 2009

7. A full copy of the APA is attached as Appendix 2 to this Report. It recognises progress that has been made across all of these areas some examples of which include:
- improved hospital discharge performance
 - the work of the palliative care in allowing more people to die at homes as their place of choice
 - use of telecare
 - engagement with service user groups including equalities work
 - timeliness for assessment
 - benefits maximisation
8. The Report also recommends continued developmental work in a number of other areas, some of which are:
- Maintaining and improving hospital discharge performance
 - Alcohol strategy completion and implementation
 - Learning disabilities health checks and employment
 - Maintain adaptations progress

- flexible commissioning arrangements
- Developing a User Led Organisation
- Implement outcomes of CQC Service Inspection of Safeguarding

9. That such high overall high performance has been maintained within a changed framework is very encouraging and is a continued credit to the work of frontline and support staff, managers as well as the continued strength of corporate support and our partnerships, particularly with Dudley's NHS partners, in sustaining improved outcomes for vulnerable adults and carers in Dudley. In this way, the Directorate continues to recognise that success is not just built on the strengths of Adult Social Care Services but on the corporate and partnership commitment to the adult social care agenda.
10. Whilst such a positive overall assessment by CQC is encouraging, significant challenges remain as the Transforming Social Care agenda takes root and we move forward on many fronts to make sure that the lives of Dudley people are improved as a result.

Finance

11. Any financial implications arising from addressing the areas for improvement will be met from within existing budgets and budget planning.

Law

12. 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 and other related legislation. CQC was formed by the Health and Social Care Act 2008 and exercises its functions to inspect and have regard to standards under that Act.

Equality Impact

13. CQC's Annual Performance Assessment letter shows the improvements made since the last assessment in relation to equality which nevertheless permeates the other outcome areas where such positive achievement would not have been possible without commitment to and achievement in providing services fairly and equitably.

Recommendation

14. That Cabinet note the CQC Annual Performance Assessment of performance of the Council's adult social care services within the Directorate of Adult, Community and Housing Services.



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Background Papers

Performance Ratings for Adult Social Care Services letter from CQC dated 12th
October 2009 and APA Report