

Meeting of the Cabinet – 8th December 2010

Report of the Interim Director of Adult Social Services

**Care Quality Commission Annual Performance Assessment Report
of Adult Social Care Services in Dudley 2009/10**

Purpose of Report

1. To report to Cabinet on the Care Quality Commission's (CQC) Annual Performance Assessment (APA) Report for Adult Social Care Services in Dudley 2009/10. The CQC document is attached as an Appendix to this Report with the covering letter from the CQC.

Background

2. The CQC was established in April 2009 when three large inspectorates – the Commission for Social Care Inspection (CSCI,) the Healthcare Commission and the Mental Health Act Commission - were merged.
3. At the same time as this substantial organisational change, a revised methodology for performance assessment of adult social care services was introduced.
4. The methodology is based on evidence provided by Council's of improved outcomes in seven areas identified by the Department of Health (DH) White Paper *Our Health, Our Care, Our Say*.
5. CQC form an overall judgement based on one of 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 overall grade for delivery of outcomes by Dudley Council has been assessed as "Performing Well." This is the same Grade as the previous year but there has been improvement within the grade as shown in the table below. Three areas are recognised as "Performing Excellently" and four as "Performing Well" including improvement in Safeguarding since the CQC Inspection of 2009.
7. This judgement is an improvement in two of the seven areas whilst maintaining the level achieved in the previous year in the other areas. This is a tremendous achievement for all concerned and just one grade short of an overall "Performing Excellently" judgement.

Delivering Outcomes	Grade Awarded 2008/09	Grade Awarded 2009/10
Improved health and well-being	Well	Well
Improved quality of life	Well	Excellent
Making a positive contribution	Excellently	Excellent
Increased choice and control	Well	Well
Freedom from discrimination or harassment	Well	Well
Economic well-being	Excellently	Excellent
Maintaining personal dignity and respect	Adequately	Well

Table 1: Source – CQC APA Letter dated 4th October 2010

8. The CQC Report begins with a commentary on, firstly, Leadership and secondly Commissioning and Use of Resources followed by an assessment of each of the seven DH outcome areas.
9. In relation to Leadership, the CQC note three “Key Strengths” of the Adult Social Care function as strong partnership working across sectors; good engagement with the people of Dudley; and ability to manage financial pressures without detracting from service delivery. “Areas for Improvement” are also highlighted and these . These are, firstly, to increase the pace of change whilst continuing to involve and engage stakeholders and, secondly, to continue progress on meeting Putting People First Milestones.
10. “Key Strengths” are noted throughout the Report for each area. Some examples are:
 - Increased choice through developments in self directed support; focus on value for money driving choice and improvements; and provision of services in order that people are able to stay at home.
 - ease of access to information through centres in Libraries and the council website through the Directory of Service;
 - improvements have been made to the waiting times for major adaptations; there are examples of positive working between joint occupational therapist and nurses in palliative care services; innovative use has been made of adapted properties to ensure that people maintain independence;
 - the commissioning of the building of extra care housing units, two of which are now being built.
 - an Increase in the number of people who receive a timely assessment of need; an increase in the number of carers who received an assessment or review in the year;
 - extensive consultation with people who use services, their carers and third parties on the design of the Resource Allocation System under the Transforming Social Care programme;

- on Safeguarding, CQC acknowledge good evidence of joint working and early intervention through strategy meetings; increased training and awareness of safeguarding practices; proactive contract monitoring of providers to ensure safety for people who use services; and good participation and feedback mechanisms for the public and people who use services.

11. The acknowledgement by CQC of the progress made by Adult Social Care in the last twelve months is welcome but there remains a lot to do. The CQC Report identifies some important “Areas for Improvement” which include:

- to continue progress on meeting Putting People First Milestones for Transforming Social Care
- to further support the development of small social care businesses in order that people are afforded greater choice of services;
- continued implementation and embedding of the Outcome Based Framework used in the contract monitoring of care homes
- expanding the Age UK befriending service to ensure potential users are identified;
- reviewing arrangements for young carers to ensure that support meets their needs as they transition across into adult services; further development of emergency care plans to ensure continuance of care for people who use services;
- to continue rollout of self-directed support so that people have the choice to direct their own care; to monitor the impact of the access centre on outcomes for people who use this service;
- continued implementation of the recommendations from the Learning Disabilities Joint Review 2008 and the Safeguarding and Older People’s inspection 2009; and the embedding of practice changes arising from Serious Case Reviews.

12. The fact that performance has been maintained and improved is very encouraging and is a credit to the work of frontline and support staff, managers as well as reflecting the strength of corporate support and our partnerships, particularly with the NHS in Dudley.

13. The CQC are making further changes to their assessment of Council performance on Adult Social Care for the years 2010-11. CQC are:

- streamlining their approach to focus on only three outcomes that cover particularly important issues in adult social care - a significant change in approach to the assessment for 2009/10 based on seven outcome areas. The three outcome areas for 2010/11 are:
 - Improved health and wellbeing
 - Increased choice and control
 - Maintaining personal dignity and respect

- paying particular attention to the way in which safeguarding, putting people first and value for money have been the key drivers for effective delivery of these outcomes.
 - making their approach “targeted, proportionate, risk based and making the most efficient use of publicly available data.” Practically, this means that the Council will need to continue generating information on adult social care but also ensure that it is transparent e.g. through publication on the web-site.
 - publishing a revised method for service inspections by Spring 2011, focusing on the primary responsibility of local authorities in adult safeguarding with the flexibility to address any other areas of concern in terms of outcomes for more vulnerable groups in the community.
14. Significant challenges remain as the Transforming Social Care agenda is taken on to its next stages and in the context of significant financial pressures over the next three years but the APA suggests that we are well placed to meet this challenge.

Finance

15. Any financial implications arising from addressing the areas for improvement will be met from within existing budgets.

Law

16. 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.

Equality Impact

17. CQC’s Annual Performance Assessment letter indicates specific improvements made since the last assessment in relation to equality. These improvements permeate the other outcome areas where such positive achievement would not have been possible without commitment to providing services fairly and equitably.

Recommendation

18. 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.

Richard Carter .

Richard Carter
Interim Director of Adult Social Services

Contact Officers:

Brendan Clifford
Assistant Director – Policy, Performance and Resources

Tel: 01384 815805

Email: brendan.clifford@dudley.gov.uk

Maggie Venables
Assistant Director – Older People and Adults with a Physical Disability

Background Papers

Performance Ratings for Adult Social Care Services letter from CQC dated 4th
October 2010 and APA Report