

NORTH LINCOLNSHIRE COUNCIL

CABINET

QUALITY ASSURING, RAISING STANDARDS AND SAFEGUARDING VULNERABLE ADULTS

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1. To give the cabinet a brief overview of how Adult Social Services ensure that individuals are safeguarded from abuse whilst raising the standards of quality and performance across all providers.
- 1.2. To seek cabinet endorsement for the publication of performance reports on the council website.

2. BACKGROUND INFORMATION

- 2.1 Adult Social Services supports over 8,000 vulnerable people within North Lincolnshire, and also provides support to over 1,200 of the carers who play a vital role in their lives.
- 2.2 95% of services are delivered by external organisations, there are currently over two hundred providers in our area and with the development of personalisation this number is growing.
- 2.3 These services range from support with household management, care in the home, help to recover from a stay in hospital, specialist services for people with complex care needs and support through residential long term care.
- 2.4 There are over 3,000 people (over 600 of which are employed by the council) working in the field of Adult Social Care in North Lincolnshire and the Director of Adults Services is responsible for their training and development.
- 2.5 All of these staff are the key to the successful and efficient delivery of services. To ensure that this vital resource remains trained, competent and efficient Adult Social Service lead a Cross Care Training Partnership that has introduced a common induction training programme and also a training passport (to make any training transferable between providers). We are also working closely with Health providers to ensure smooth transition to integrated working.
- 2.6 People who need social care (in addition to support) are assessed under the national system called Fair Access to Care (FAC). This classifies the person's needs in four bands, Low, Moderate, Substantial and Critical. North Lincolnshire Council provides care to those with moderate needs and above, many other councils will not provide care unless the person meets the critical or substantial criteria.

- 2.7 People who receive services traditionally receive home support, day care and care home services but many are now choosing to take control of their care through personal budgets and to purchase a much wider range of solutions to meet their needs.
- 2.8 Safeguarding vulnerable adults from abuse begins with assessment and support planning for every individual. We encourage and support people to lead their lives whilst managing any risks by making informed choices and taking simple measures to reduce risks. This approach is called "Positive Risk Taking".
- 2.9 The Director of Adult Social Services has a duty to make sure all those involved with vulnerable people work to protect them from abuse. The local authority, through a Safeguarding Adults Board, leads a multi-agency partnership with the Police, Fire, Health and other organisations. The purpose of this board is to ensure that abuse is investigated appropriately, lessons are learned, and steps are taken to reduce the risk of abuse across North Lincolnshire. The board also oversees the actions taken to ensure compliance with the Mental Capacity Act (2005).
- 2.10 Adult Social Services contracts with care providers to make sure that everyone involved in assessment and delivery of services has a full understanding of the outcomes to be achieved and the standards of service required. These agreements are formed through a full dialogue with the users of the services to make sure the end product reflects their hopes and aspirations and also includes a rigorous assessment of the company's ability to deliver to high standards and return on investment.
- 2.11 The quality of service delivered is assessed throughout the life of a contract using many sources of information:

Source	Description
Case reviews	People in receipt of care services have a personal review of their needs at least annually
Complaints / compliments	These are received from people using the services and their families, they are resolved individually.
Safeguarding	All reports or concerns from any source are investigated and followed up.
Soft intelligence	General comments from any source are collated and used to highlight potential issues.
Care Quality Commission	The regulatory body for social care shares reports and major concerns with the council.
"In the Pink" survey	Regular surveys of people receiving the service identifies where outcomes are not being met or where satisfaction levels are low

- 2.12 The performance of each contract is monitored at least annually (unless the quality data suggest a shorter time is needed). The planning of the performance assessment uses the quality data to identify any apparent weaknesses. The providers' systems, processes, competencies and delivery are checked against the specification using a combination of officer visits and discussions with staff and services users. The providers are also monitored for systems that hopefully the service users will not be aware of eg severe weather business continuity, IT systems failure, insurance liability etc.

- 2.13 Following the performance assessment a report is prepared and a contract review held during which any improvement plans are agreed with timescales and monitoring arrangements. The contract review also agrees the final report for publication. We propose to publish the reports as soon as they are completed.
- 2.14 If the performance assessment does not give to the council confidence in the ability of a provider to deliver a safe service, it triggers an incremental series of sanctions, ranging from the provider volunteering to cease taking on new work to a total closure of the service. Providers usually respond swiftly and positively if these sanctions are taken.
- 2.15 In addition to the council's monitoring and safeguarding, the Care Quality Commission (CQC) register, and have the power to de-register all care providers. They regularly inspect them using a mix of unannounced and planned visits and publish their reports on the CQC website www.cqc.org.uk where anyone can read the latest report on any provider.

3. **OPTIONS FOR CONSIDERATION**

- 3.1 Option 1 – To publish all performance reports on care providers
- 3.2 Option 2 – Continue to keep performance reports for internal use only

4. **ANALYSIS OF OPTIONS**

- 4.1 Option 1 – To Publish the Reports
- 4.1.1 This option will give our service users, carers and people who wish to purchase care privately access to the information about the providers. It will assist them in making informed choices about the care services they use.
- 4.1.2 The publication of reports on the Council Website will encourage providers of services to improve their performance through greater transparency and applied market pressure.
- 4.2 Option 2- Continue to keep performance reports for internal use only.
- 4.2.1 People purchasing care and support may make poorly informed choices and subsequently be placed at risk or receive poor standards of care and support.

5. **RESOURCE IMPLICATIONS (FINANCE, STAFFING, PROPERTY, IT)**

5.1 Finance

The publication of the reports using the councils web site has negligible financial cost.

5.2 I.T. Implications

The council's web site has the facilities to allow reports to be published.

5.3 Staffing implications

None

5.4 Property Implications

None.

6. **OTHER IMPLICATIONS (STATUTORY,ENVIRONMENTAL,DIVERSITY, SECTION17 – CRIME AND DISORDER, RISK AND OTHER)**

Statutory Implications

- 6.1 North Lincolnshire Council fulfils its statutory duties (DH 2000 No Secrets) by leading and co-ordinating adult safeguarding policy and practice with the partners in the Safeguarding Adults Board.

The Mental Capacity Act Coordinator works within the Safeguarding Team to cascade knowledge about the Mental Capacity Act 2005, to ensure that those people without capacity are safeguarded. The Mental Capacity Act Coordinator also administers and manages the referral process for the Deprivation of Liberty Safeguards, to ensure lawful compliance by both health and social care agencies.

6.2 Environmental implications

None

6.3 Diversity implications

The systems described seek to improve standards for all groups by inclusion of their needs and views, and the inclusion of diversity standards within the performance monitoring process.

The published reports will be translated as requested. An easy read format will be produced once the consultation is completed on the final content and format.

6.4 Section 17 – Crime and Disorder implications

Adult Social Services are members of the Multi-Agency Public Protection Arrangements (MAPPA), which manage the risks posed by serious offenders, and also attend and contribute to the Multi-Agency Risk Assessment Conference (MARAC) process for those at risk of serious domestic abuse.

Adult Social Services provide Appropriate Adults to vulnerable people when they are required to be interviewed by the police, in line with the Police and Criminal Evidence Act (PACE) 1984

The Safeguarding Team maintains close links with the police and the safeguarding information sharing agreements often facilitate the identification of people who may require support within the community.

Adult Services work closely with the Safeguarding Children's services and

share information and intelligence as appropriate

6.5 Risk and other implications

Robust commissioning and performance management reduces following risks:

- Service user abuse
- Poor service user outcomes
- Increased costs
- Litigation (failure to protect, comply with human rights etc)
- Inability to meet future needs

7 **OUTCOMES OF CONSULTATIONS**

7.2 The multi agency Dignity in Care Group and the Local Involvement Network "Who Cares" both support the publication of the reports and are working to ensure the format and content meet the needs of the target groups.

7.3 The providers have agreed to the publication of the reports through their trade forums and welcome the opportunity to highlight the good work they undertake. Individual companies will be able to choose to withhold the publication of their report but their request will be publicly noted on the website

8 **RECOMMENDATIONS**

8.1 The Cabinet endorses the publication of performance reports.

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Background Papers used in the preparation of this report:

None