



People Scrutiny Committee

Adult Social Care Scrutiny Group

CSSIW Inspection 2015 – Improvement Objectives

Scrutiny Observations March 2016

Introduction

In March and May 2015 the CSSIW undertook an inspection of Adult Social Services in Powys County Council the report of which was published in August 2015. The report was presented to the Adult Social Care Scrutiny Group on the 9th September 2015 and the Scrutiny Observations from that meeting were submitted to the meeting of Powys County Council on 18th September 2015 where the CSSIW report was discussed.

It was intended that the Adult Social Care Scrutiny Group would commence monitoring of progress against actions with the intention of reporting to Cabinet on a quarterly basis with the first report to be submitted to Cabinet in December 2015. However, there were a number of changes including a new Portfolio Holder, followed by new Lead Scrutiny Member. This change, particularly from the scrutiny side meant that briefings were requested which took some time to arrange. However, by December a work programme for 2016 had been agreed and quarterly reporting could then commence. In order for quarterly reporting to tie into the People Scrutiny Committee it is intended for this to take place in March, June, September and December 2016.

The Adult Social Care Scrutiny Group work programme for Improvement Items is outlined below:

- 27th January – Commissioning Social Care (Nos 1,2 and 5)
- 2nd March – Domiciliary Care (Nos 4 and 6)
- 16th March – Powys People Direct Review (No 9) and Grants and SLA (No 7)
- 26th April – Integration (No 8) and Workforce (No 12)
- 25th May – Older Peoples Commissioning Strategy (No 2)
- 15th June – Carers Assessments
- 6th July – overall progress on improvement priorities

It is intended to make observations to Cabinet quarterly the next report will be due on 14th June 2016 which should cover the following items:

- Domiciliary Care
- Powys People Direct
- Grants and SLA
- Integration
- Workforce

This work programme is supplemented by other areas which scrutiny wish to examine including for example efficiency savings, Older Peoples Accommodation Strategy, Day Services and Fairer and Affordable Care.

The Scrutiny Group met on the 27th January to consider **Commissioning and Social Care**. An updated Improvement Priority Plan dated December 2015 was provided to the group.

Improvement Items 1: 'The **corporate governance arrangements**' for social care commissioning need to be clarified and strengthened in order to effectively challenge and test the design, planning and delivery of the demanding work programme Powys is facing'.

The service advise that they have put in place governance arrangements to align commissioning with the Health and Social Care integrated leadership Board (HASCLIB). A copy of the governance arrangements has been requested from the service. It is not clear whether these arrangements were in place prior to the inspection or if they have been amended as a result of the CSSIW recommendation. Once this has been clarified it will be possible to comment on whether the corporate governance arrangements have been strengthened since the inspection in March/May 2014.

The Adult Social Care Scrutiny Group will return to consideration of this item later in the year to further assess the progress in clarifying and strengthening the corporate governance arrangements as outlined in the recommendation dating from August 2015.

Improvement Item 3 'The approach to commissioning social care services should make greater use of **service user and carer experiences** and facilitate a wider conversation with its communities about what future service models should look like'

The service acknowledge that this area of work had been underdeveloped but that they had started work in this respect prior to the Inspection Report and this

work was ongoing. A number of user forums were cited some of which had been in place for a number of years prior to the inspection report and in addition one user forum (older people) had been rejuvenated. The service needs to better explain how in its view the current forums meet the recommendation as the implication from the inspectorate is that these forums continue not to fully address the comment “make greater use of **service user and carer experiences** and facilitate a wider conversation with its communities about what future service models should look like”. Scrutiny will discuss this with the service when overall progress on the improvement actions is considered in July.

Scrutiny note the service is now following a process of ‘listening and learning’ prior to going out to consultation for example with respect to Day Services for Older People. This process will need to be reviewed but it may be that this will address the recommendation. Work in this area should be noted in the list of improvement priorities.

5. The **knowledge and skill base** for managers in commissioning and the management of contractual relationships needs to be developed through a range of solutions including training and mentoring opportunities.

The service have provided details regarding the number of staff members trained to Level 1 for those staff who are remotely linked to commissioning and to Level 2 for those staff more closely linked to commissioning. It will be necessary to ensure training is ongoing not only to develop those staff already in post (continuing professional development) but to ensure that any new staff appointed to this area have the appropriate knowledge and skill base to undertake their role.

Conclusion

The Adult Social Care Scrutiny Group note the progress outlined to date and will take the opportunity to reconsider progress against these three recommendations in July 2016.