

Cyngor Sir Powys / Powys County Council
Health, Care and Housing Scrutiny Committee
29th May, 2018

REPORT AUTHOR: Scrutiny Manager and Head of Democratic Services

SUBJECT: Care Inspectorate Wales – Inspection of Adults Services

REPORT FOR: **Committee Briefing**

1. Background.
- 1.1 The Care Inspectorate Wales (CIW) issued its report on the Inspection of Adult Services in May 2018. (Copy attached as an Appendix)
- 1.2 The report sets out a number of areas of good practice, including:
 - Evidence that some people received good care and support.
 - High staff morale. Committed and Caring Staff
 - Accessible managers and senior managers with shared vision.
 - Joint planning with partner agencies.
 - Care and Support Plans are good.
 - Commitment to improving services accompanied by increase in resources.

(Source – Director of Social Services Presentation to Council 8th May, 2018)
- 1.3 However the report did also highlight 5 main areas of significant concern:
 - 1) Difficulties in Accessing Service
 - 2) Consistency in Assessments
 - 3) Safeguarding Systems
 - 4) Performance Management
 - 5) Delays in provision

(Source – Director of Social Services Presentation to Council 8th May, 2018)
- 1.4 The CIW made 16 recommendations to the council, 6 of which were a priority and the remainder which should be completed over the next 12 months as set out below:

“Recommendations

The recommendations below identify the key areas where post-inspection improvement and development work should be focused. They are intended to assist Powys County Council and its partners in their continuing improvement.

As a priority:

1. Senior leaders within the local authority must continue to provide strong political and corporate support for adult services to ensure service improvements are prioritised and sustained with pace.

2. The local authority must ensure all safeguarding enquiries are undertaken within statutory timescales to ensure all adults at risk of harm or abuse are adequately protected.

3. An assurance mechanism should be implemented immediately to ensure a clear management oversight and understanding of demand, capacity and prioritisation of workflow within the adult safeguarding system.

4. The local authority should strengthen the existing adult services improvement plan to ensure specific, clear and time-bound actions to improve access arrangements. This should include objectives to ensure sufficient management and staff capacity, contingency and expertise is in place to manage demand and to support good quality and timely decision making.

5. The local authority should urgently improve systems to ensure the management and prioritisation of allocation, assessment and service delivery to prevent delays in people receiving services.

6. A robust workforce strategy should be produced to include short, medium and long term plans for recruitment and retention of the adult services workforce. Permanent appointments are required in key posts to provide resilience and stability within the service.

Over the next 12 months:

7. Senior managers should refresh and re-invigorate their commitment to regional and local safeguarding arrangements.

8. Effective, multi-agency quality assurance systems, education and training arrangements should be established to ensure the quality of referrals to PPD are consistently aligned with the requirements of the SSWBA.

9. The quality of assessments and care plans must be improved to ensure they are consistently of a good quality, with a clear focus on well-being outcomes, risks, and risk mitigation ensuring clear timescales and accountabilities for actions.

10. The local authority should improve performance and/or contract management arrangements to inform their evaluation of the effectiveness of commissioned services to ensure people referred to community support services are not subject to drift and delay.

11. The quality, consistency and timeliness of record keeping must be improved; all staff and managers must ensure records are of good quality, up to date and systematically stored.

12. Performance management and quality assurance arrangements, including scrutiny of service demand and routine auditing of the quality of practice, needs to be embedded so that elected members and managers at all levels have timely, appropriate and accurate performance and quality information.

13. Senior managers and elected members should maintain an up-to-date understanding of the complexities and risks involved in delivering adult services, underpinned by accurate, timely performance management information, to assure themselves, partners, staff and communities that their responsibilities are discharged to maximum effect.

14. The local authority, jointly with partners, should take steps to ensure the speed of transformation is accelerated and undertaken in a way that fully engages staff and supports the meaningful involvement of service users and carers.

15. The local authority must strengthen the oversight of their response to complaints to improve reporting and analysis and ensure there is a mechanism to capture lessons learned.

16. Senior managers should take steps to improve the frequency and consistency of supervision for front line staff. “

(Source – Care Inspectorate Wales Inspection of Adult Services, Powys County Council - May, 2018 - pages 8 and 9)

1.5 The Council following the CIW inspection of Children’s Services in 2017 had already prepared an Adult’s Services Improvement Plan which has been implemented since December, 2017, and has been monitored by the Portfolio Holder, Leader and Deputy Leader and by Scrutiny Committee A - Adult Social Care Working Group. From April the plan has also been monitored by the Improvement and Assurance Board under its revised remit.

2. Scrutiny of the Revised Improvement Plan.

2.1 The Council is required to submit an improvement plan to Care Inspectorate Wales within 20 days of the publication of the report (30th May, 2018)

2.2 In considering the Improvement Plan the Scrutiny Committee’s role should focus on the following areas:

(a) The Committee should seek assurances that the plan:

- Addressed the 5 priority areas identified in paragraph 1.3 above;
- Includes reference to and addresses the 16 recommendations raised by the CIW as set out in paragraph 1.4 above;
- Includes timescales which meeting the “Priority” and “Next 12 month” timescales set by CIW.

(b) In addition the Committee might wish to focus on the following aspects of the plan:

- Whether the actions proposed will achieve the intended outcomes;
- Whether the timescales indicate pace in the improvement process but are also realistically achievable (i.e. sufficient resources and time are made available to deliver within the suggested timescale);
- That there are cross references and links to the other Improvement Plans:
 - Children’s Services Plan
 - Corporate Leadership and Governance Plan.

- That the improvement plan also cross references and has links to other plans such as:
 - Vision 2025
 - Towards 2040
 - Health Care Strategy and Joint Area Plan
- The identification of partners and their role in assisting in delivering the improvement plan;
- In relation to the criteria for success what difference should the Council's service users expect to see as a result of the implementation of the plan.