ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO

DECISION SCHEDULE

HARTLEPOOL
BOROUGH COUNCIL

Monday 13th February, 2006

at 9.30 am

in Committee Room "C"

Councillor R Waller, Cabinet Member responsible for Adult and Public Health Services will consider the following items.

1. **KEY DECISIONS**
    1.1 None

2. **OTHER ITEMS REQUIRING DECISION**
    2.1 None

3. **ITEMS FOR INFORMATION**
    3.1 CSCI Adult Services Inspection – Services for People with a Learning Disability – *Director of Adult and Community Services*

4. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**
    4.1 None

EXEMPT ITEMS

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) Act 1985

5. **KEY DECISION**
    5.1 None

6. **OTHER ITEMS REQUIRING DECISION**
    6.1 None

> # ADULT AND PUBLIC HEALTH SERVICES PORTFOLIO
> Report To Portfolio Holder
> 13th February 2006

Report of: Director of Adult and Community Services

Subject: CSCI ADULT SERVICES INSPECTION - SERVICES FOR PEOPLE WITH A LEARNING DISABILITY

SUMMARY

1.0   PURPOSE OF REPORT

To inform the Adult and Public Health Services Portfolio Holder of the forthcoming Commission for Social Care Inspection (CSCI) of services for people with learning disabilities, and to outline the work being undertaken in preparation for the Inspection.

2.0   SUMMARY OF CONTENTS

The report outlines the Inspection process to be followed by CSCI and has appended the Standards that CSCI will use to measure Hartlepool's performance in the learning disability service **(APPENDIX A)**. Also appended is a draft Action Plan that has been developed to aid the learning disability service to prepare for the Inspection. **(APPENDIX B)**

3.0   RELEVANCE TO PORTFOLIO MEMBER

The report outlines a key external monitoring process which forms part of the CSCI Annual Performance Assessment of adult social care services, which will contribute to the Star Rating awarded to Adult Services in November 2006.

4.0   TYPE OF DECISION

Non key.

5.0   DECISION MAKING ROUTE

Adult Services and Public Health Portfolio

6.0   DECISION(S) REQUIRED

To note the report and the forthcoming Inspection.

Report of: Director of Adult and Community Services

Subject: CSCI ADULT SERVICES INSPECTION –
SERVICES FOR PEOPLE WITH A LEARNING
DISABILITY

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1.   PURPOSE OF REPORT

1.1   To inform the Adult and Public Health Service Portfolio Holder of the forthcoming CSCI inspection of services for people with learning disabilities.

1.2   The planned date for this inspection is on 26th June 2006 until 7th July 2006.   Initial feedback on completion of the inspection will be Thursday 20th July 2006.

2.   BACKGROUND

2.1   The objective of the inspection is to evaluate adult and community services implementation of the national and local objectives relating to the social care needs of people with learning disabilities, and the quality of outcomes for service users and carers. The inspection will focus in particular on how Hartlepool Council is responding to the Valuing People policy agenda.

2.2   The inspection team will use standards and criteria to make their evaluation and to form the framework for the inspection report. A copy of these inspection standards and criteria is attached at **APPENDIX A.**

2.3   The inspection team will include two inspectors, one of which be Lead Inspector, and a learning disabled assessor with their support worker. Adult services have identified a Liaison Officer who will co-ordinate and manage the inspection process.

3.   FINANCIAL IMPLICATIONS

3.1   There will be dedicated human resources, time and some additional investment in the pre-inspection preparation work to ensure a successful outcome. A draft project plan is attached at **APPENDIX B.**

4. RECOMMENDATIONS

4.1 A final inspection report will be accessible to everyone. There will be a more detailed report of inspection findings for use by those who need to respond to the findings and recommendations.

4.2 The final report will be copied to the Chief Executive. It will be published as a document of public access and should be presented to Cabinet. Copies are sent to the MP Ian Wright.

4.3 Inspectors are happy to attend the committee meeting to discuss the findings of the report.
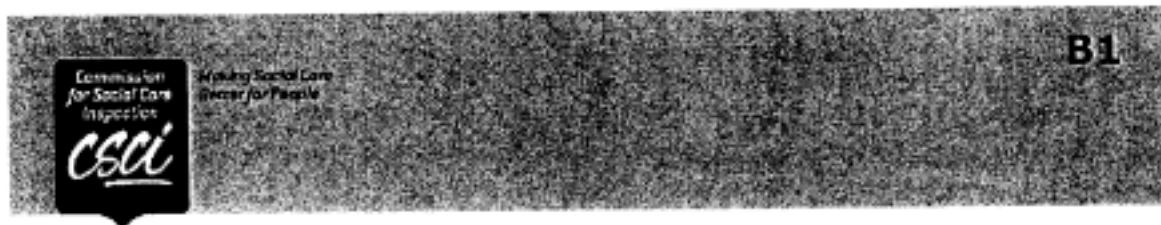
INSPECTION OF SERVICES FOR PEOPLE WITH LEARNING DISABILITIES

STANDARDS AND CRITERIA FOR INSPECTION

STANDARD 1: National Priorities and Strategic Objectives

The council is working corporately and with partners to deliver national priorities and objectives for social care and their own local strategic objectives to meet the needs of their diverse local communities.

1.1 The council has a coherent overall **strategy for responding to national priorities** for social care generally and for learning disability services in particular.

- Social services has a clear strategy for responding to the national objectives for social services and in particular to the Valuing People strategy for people with learning disabilities.

- Social services, with key partner organisations, is implementing the Valuing People strategy and has clear performance improvement plans in place to ensure progress.

1.2 The council has developed **local strategic objectives,** priorities and targets for learning disability services which complement the national ones and serve the whole community.

- The council has established local strategic objectives and performance measures for social services for people with learning disabilities. These complement national objectives and priorities and contribute to local Public Service Agreements.

- The council has specifically addressed the needs of its diverse communities.

- All national targets and milestones are being met.

1.3 The council is consistent in implementing a strategy of **continuous improvement** and can demonstrate Best Value principles in learning disability services.

- The council has a coherent approach to securing Best Value and continuous improvement in services. This includes agreeing with its partners on applying Best Value principles to joint services.

- Service reviews are systematically programmed, planned and implemented. They involve service users and have an impact on plans.

- Strategies for improvement are being implemented through business plans, service plans and individual performance plans.

- Strategies are supported by information systems which enable actual performance to be compared with targets.

1.4 All learning disability services reflect the active **involvement of services users and carers** including those from diverse groups within the community.

- Social services involves people with learning disabilities and their carers in the planning, development and evaluation of social care services.

- The council has recognised their diverse local communities in their approach to user and carer involvement.

1.5 The council has well-developed **joint working** arrangements that operate effectively in learning disability services.

- The council and health organisations are co-operating to develop appropriate joint working and joint financial arrangements.
- The council has planning and working arrangements with other agencies which are collaborative and ensure that services are comprehensive and seamless, particularly for:
    - Service users with multiple and complex needs and
    - Children and young people
- Leisure and employment opportunities are ensured through joint working arrangements.

STANDARD 2: Cost and Efficiency

Social services commission and deliver services to clear standards of both quality and cost, by the most effective, economic and efficient means available.

2.1 Commissioning of learning disability services is based on sound analysis of local population needs, including minority ethnic groups and is successful in **balancing cost and quality requirements.**

- Social services has a commissioning strategy and is achieving an effective balance of services for people with learning disabilities which are flexible, of defined quality and cost effective.

- Social services has in place the key elements for good commissioning:
  - needs analysis that develops an understanding of supply, demand, population needs and market purchasing power;
  - strategic planning that develops an informed commissioning strategy in consultation with key participants;
  - contract setting and market management that ensures access to stable and sustainable provision, responsive to delivering social services' commissioning objectives;
  - contract monitoring that ensures compliance while promoting quality and partnership; and
  - developments take account of research into what works and good practice elsewhere.

2.2 Expenditure on learning disability social care services reflects **national priorities** and is fairly allocated to meet the needs of diverse communities.

- Acting corporately, the council ensures that the funding of services for people with learning disabilities reflects national priorities.
- Budgets are prepared on the basis of need and not on incremental increases.
- Budgets recognise the needs of diverse communities.

2.3 The council demonstrates **improved efficiency** in learning disability services.

- Social services knows the unit costs of directly provided and commissioned services for people with learning disabilities and uses this information to decide on the balance of provision within a mixed market, manage resources efficiently and ensure sustainable provision of good quality responsive services.

2.4 The council has implemented **joint financial arrangements** with health and other partners for the delivery of learning disability services.

- Systematic consideration is being given, with partners, to optimal arrangements for service funding including the use of Health Act flexibilities and use of Learning Disability Development Fund.
- Complex arrangements for funding individual cases are agreed promptly between agencies.

2.5 The council's **strategy for resource allocation** for social care supports improvement priorities, with effective risk management of the learning disability services' budget.

- Year on year, the council's resource allocation is becoming more closely aligned with improvement priorities.
- The strategy identifies risks to the plan and there are effective contingency arrangements to deal with unforeseen events.

2.6 The council's **asset management** strategy is helping to deliver social care improvement priorities in learning disability services.
• The council's asset management strategy supports the service strategy; includes a considered balance between the council's own facilities and those externally provided.   • The capital programme supports social services' improvement plans.   • Development, procurement and disposal arrangements are flexible and responsive; they take account of the impact on service users; there is proper consultation.

2.7 The council demonstrates **probity** in managing resources. **Budget management** is effective and appropriately devolved to trained staff; accountability for budgets and expenditure is clear.
• There is clear management accountability for budgets, including pooled budgets, with financial and managerial responsibility aligned as closely as practicable and supported by robust systems.   • Accounting practice and up-to-date management information enable budget holders to monitor commitment and actual spend and take prompt corrective action.   • Budget management arrangements can cope with pooled budgets, joint finance and grants to voluntary organisations.   • Audit letters confirm that spend is properly accounted for and auditor's recommendations are implemented.   • Audit certifies that government grants are spent on the purposes for which hey are intended

STANDARD 3: Effectiveness of Service Delivery and Outcomes for Service Users.

Services promote independence, protect people from harm and support them to make the most of their capacity and potential and achieve the best possible outcomes.

3.1 The independence of service users and carers is promoted actively and consistently to minimise the impact of any disabilities, and to avoid family stress and breakdown.

- Service users and their carers experience services that:
  - actively promote independence and seek to reduce dependency;
  - respond to service users' identified needs and achieve agreed outcomes;
  - seek to maintain the dignity of service users; and
  - are reliable, timely, flexible, accessible, non-intrusive, supportive of informal arrangements and adaptable to changing need.

- Arrangements for making direct payments to people with learning disabilities and carers are working effectively, systems to support users of direct payments are in place and the scheme is actively promoted.

- Service users have socially inclusive and valued lifestyles and activities such as leisure, work, and education are actively promoted.

3.2 The range of services available is broad and varied to meet the needs, offer choices to many and take account of individual preferences. This includes sensitivity to the needs and preferences of diverse groups.

- The range of services available is sufficiently broad and varied to meet service users' and carers' needs and includes:
  - adequate range and quantity of services to meet policy aims;
  - relevant specialist focus including multiple disability;
  - sensitivity to the needs and preferences of diverse groups, including people with different ethnic and cultural backgrounds.

3.3 The council provides a good range of services to support and encourage all carers in their caring role.

- Social services encourages and supports carers, of all ages in their caring role.

- Carers are offered separate assessments of their needs and uptake is promoted.

- The council has identified older carers of people with learning disabilities and put plans in place.

- The needs of parents/carers with learning disabilities are identified and met.

3.4 Service users are effectively safeguarded against abuse, neglect or poor treatment when using services. Incidents of this kind are rare.

- People with learning disabilities are safeguarded against abuse, neglect or poor treatment.

- Inter-agency Protection of Vulnerable Adults' policies are in place and working effectively.

- Commissioning and contracting arrangements specify required safeguards and are regularly reviewed.

STANDARD 4: Quality of Services for Users and Carers.

Service users, their families and other supporters, benefit from convenient and good quality services, which are responsive to individual needs and preferences.

4.1 All **referral, assessment, care planning; and review** processes are convenient, timely and tailored to individual needs and preferences which respect diversity.

- Referral and initial response systems, are convenient and consumer friendly for service users and carers, and recognise and respond to risk.

- Assessment and care planning arrangements:
  - promote independence, social inclusion and choice, and view users holistically;
  - are timely, understandable and needs-led;
  - are coherent and integrated;
  - are focused on outcomes for service users;
  - involve users and carers as active participants and contributors, and provide access to independent advocacy where appropriate;
  - address the full range of social care needs of the local population of learning disabled people, including mental health needs, physical disability and sensory impairment;
  - address issues of race, ethnicity, gender and sexuality;
  - include risk assessment and contingency planning to manage emergencies.

- Person-centred Planning arrangements comply with national guidance.

- Care plans are:
  - comprehensive and build on strengths as well as addressing and clarifying eligible needs;
  - make clear the intended outcomes of each element; and
  - given to service users and carers in accessible formats.

- Monitoring and review arrangements:
  - systematically check the effective implementation of care plans;
  - regularly consider whether users' needs and continued eligibility for support have changed; and
  - ensure care management staff hold reviews within the required time periods.

4.2 The service has effective **quality assurance** systems in place and service quality is consistent across all sectors, services and communities.

- The service has a Quality Assurance Framework as required by Valuing People

- Both service providers and those responsible for care management services manage and monitor their services to ensure that they are of good quality, responsive to need and promote independence.

- Service users are satisfied that they are approached with courtesy and respect by staff whom they regard as being well informed and reliable.

- Quality standards are defined for all services, both directly provided and purchased, and standards are consistently applied.

4.3 Privacy and confidentiality are assured in all contacts supported by appropriate policies and procedures.
• All service providers are committed to the same rules and protect the privacy and confidentiality of people with learning disabilities and carers; compliance is monitored.
• The council has agreed and implemented an information sharing protocol regarding personal information about service users and carers.
• Interpretation and translation services take account of privacy and confidentiality.

4.4 Good quality **information about services** and standards is readily accessible to all, including diverse groups in the community.
• Social services with its partners produces and distributes comprehensive and accessible information to the public in various formats. This covers the nature, range and types of services provided and how to access them.
• Accessible information on service standards is given to service users and carers

STANDARD 5: Fair Access

Social Services act fairly and consistently in allocating services and applying charges.

5.1 Clear eligibility criteria for learning disability services are published, easy to understand and fair to all.

- Eligibility criteria:
  - inform existing and potential service users and carers about what sorts of people with what kinds of needs qualify for what types of services;
  - help fieldworkers to carry out effective assessments and then match services to assessed needs;
  - result in everyone being treated fairly and avoid discrimination; and
  - are published in formats which are accessible to service users.

5.2 Social Services are effective in monitoring the social care needs of the local population and the take-up of learning disability services. **Fair access** can be demonstrated in all areas and action is taken to increase the take-up of services from under-represented groups.

- People with learning disabilities have fair and equal access to services and those with similar needs are assured of similar access and outcomes regardless of where they live.

- Policies have been checked for compliance with the Race Relations (Amendment) Act by completing race equality impact assessments.

- Information on referrals, assessments, take-up of services and outcomes for people with learning disabilities and carers is routinely gathered. Performance monitoring is undertaken to ensure that over or under representation in the service is identified and addressed.

5.3 There are clear routes to access all **key social services 24 hours a day, 7 days a week**, as needed.

- People with learning disabilities benefit from access to services at times that best meet their needs, and for emergencies out of office hours can also contact duty workers.

- Accessible information on how to contact services out of hours is widely available.

5.4 The range of services available reflects the needs of the community, promotes equality to comply with all relevant legislation and demonstrates that **diversity and social inclusion** are valued.

- The council is implementing a policy of equality of opportunity and anti-discriminatory practice in the learning disability services it provides and commissions.

- Staff have the knowledge and skills to work effectively with people with learning disabilities and carers from diverse communities.

- Services respect and respond appropriately to needs relating to service users' cultures and lifestyles.

5.5 Access to services is culturally appropriate, and inclusive. Advocacy and Interpreting services are promoted and used appropriately.

- Social services are proactive about promoting access to services for people from black and minority ethnic groups.
- Potential service users can access services in non-stigmatising ways that recognise cultural difference.
- Service users have ready access to an independent advocacy service.
- Service users and staff have ready access to specifically trained interpreting and translation services, and do not rely on family members.

5.6 A fair and transparent **charging policy** has been agreed with stakeholders and approved by the council, and income is collected efficiently.

- The system for charging is transparent, fair and consistent and avoids discrimination.
- The council's charging policy is readily available in accessible formats to potential and actual service users and carers.
- Financial assessments are completed quickly and explained to service users and carers.
- Collection systems are easy for service users to understand and use.

5.7 Complaints are handled promptly and courteously. The complaints/comments procedure is well-publicised and service user friendly and effective in improving services.

- When service users or carers want to comment/complain about their services, there is an effective mechanism for listening to them and they know how to access it.
- The complaints service works well for service users and carers, and is linked into mechanisms to support continuous improvement.
- The complaints/comments procedure is publicised in a range of formats and is accessible to all service users and carers.

STANDARD 6: Capacity for Improvement

The council has corporate arrangements and capacity to achieve consistent, sustainable and effective improvement in social services.

6.1 The council's leaders have a **clear vision and strategic direction** for social services, communicate this effectively, and organise the necessary resources required to deliver it.

- National and local priorities for social services are clearly expressed within the strategic priorities for the whole council.
- Leaders clearly communicate the vision and the strategy for social services. Managers and staff have good understanding of the vision and strategy, and are committed to achieving it.
- Councillors have clear responsibilities for social services for people with learning disabilities and their carers, including policy review and effective scrutiny arrangements.

6.2 The council's improvement strategy for social services has resulted in **sustained recent progress in learning disability services.** It is supported by relevant policies, plans, objectives, targets and risk assessments.

- The strategy is translated into practical plans, with timescales, responsibilities, targets and objectives. These plans:
  - demonstrate how improvements will be achieved;
  - identify and commit the resources required;
  - cover at least a three year period;
  - are realistic; and
  - are monitored effectively.
- The council has determined its specific responsibilities and those of its partners in delivering improvements. The plans include partners' contributions and are clearly linked with those partners' plans. All stakeholders are committed and actively involved.
- Social services has a track record of successfully implementing its plans.
- Risk management strategies are robust and comprehensive.

6.3 Performance management, quality assurance and scrutiny arrangements are in place and effective: performance improvement can be demonstrably linked to management action.

- Performance management, quality assurance, and scrutiny systems are effective. Performance data are used systematically and regularly (at least quarterly) to monitor performance issues.
- Service user and carer views are included in performance and quality management processes.
- Improvement plans agreed with auditors and inspectorates are implemented and improvements achieved.
- Staff understand the relationship between their performance and the council's performance. They are motivated to contribute to improvement.
- The council is a learning organisation. It develops the knowledge and skills of its staff and encourages teamwork, flexibility, innovation and initiative.
- Councillors are actively involved in improving learning disability services, including those with lead responsibility for social care, and scrutiny.

6.4 The council's **organisational structure** and management arrangements promote improvements for social services and the wider modernisation agenda.

- The organisational structure for services for people with learning disabilities and carers clearly defines the responsibilities and accountability of all managers, including responsibility for partnership arrangements.

- Decision-making routes are clear and consistent and all councillors and staff understand and use them.

- Political structures effectively support social services in achieving its targets for improvement and modernisation.

- Organisation and management are supported and informed by:
  - IT and administrative systems that provide management information, serve care managers' operational needs and facilitate appropriate inter-agency communication;
  - policies and procedures for staff including jointly agreed protocols covering interfaces with other agencies.

- Managers have expertise in managing change effectively.

6.5 The social care **workforce is well trained** and reflects local diversity. Local partnerships across all sectors have produced a human resources strategy that effectively trains, recruits and retains staff.

- The social care workforce reflects local diversity, including commissioned services.

- Social services ensures that the workforce delivering the council's social services responsibilities is of sufficient size, stability and experience; that all staff are appropriately skilled, qualified and supervised; and promotes the uptake of training for staff through local partnerships.

- Social services monitors the composition of its workforce as part of an equal opportunities strategy to ensure that the workforce profile reflects the composition of the local community.

6.6 The council works effectively with external and corporate **partners** to improve the range, quality and coordination of services.

- Social services works collaboratively with corporate partners, health, housing, and other agencies to provide seamless services.

- The council actively participates in partnerships which support social inclusion, eg community safety.

- Local partnerships have a track record of effective joint working to support improvement in local social care services.

Standard National Priorities & Strategic Objectives	Actions	Lead Responsibility	Timescales
	Audit documents and catalogue. Establish evidence library against Inspection requirements.	DW CA	End of January 2006
Valuing People frameworks and targets.	Update PCP framework and write Action Plan.		
Health Facilitation Post	Advertise and recruit Find venue		
Transition – Young People	Finalise joint procedures and protocols. Check clarity of procedure. Cabinet report.	SR / DW DW	
Transition – Older People	Write transition procedure for Older People with learning disabilities.	LB / JL	
Transition Forum	Increase person centred approach. Involve young people representatives.	VW / MH DW	

Standard National Priorities & Strategic Objectives	Actions	Lead Responsibility	Timescales
Fulfilling Lives Valuing People Employment Strategy	Revisit and update	SL / LB	
Choice and Control Advocacy Framework and Action Plan	Formalise strategy and implement Action Plan	LD / LB	
Valuing Carers and Families	Broaden carer's strategy to include all carers within learning disabilities.		
Valuing People Valuing carers and families strategy	Look at available funding Redesign SLA with Hartlepool Partners, to include LD Independent Living Centre vision.		
Fulfilling Lives Leisure Further Education Life-long Learning Arts Development	Further establish sports posts in mainstream setting. ? strategy linked into VP Partnership Board Further develop Arts workers in mainstream setting (community services)	SL SL	

Standard National Priorities & Strategic Objectives	Actions	Lead Responsibility	Timescales
Patient-led NHS	LAA being developed	MH	
	VP Partnership Board needs to feed into Health and social care strategy.	NB / LB	
<u>Valuing People Targets</u> Accessible information	Increase resources. Set priorities Train available staff Prioritise accessible information onto Portal.	DW	
<u>Green Paper/White Paper</u> Direct Payments	Increase uptake in LD Indirect Direct Payments Direct Payments develop Develop Brokerage and Trusts	LB / SW	
Individualised Budgets	Use Opps to pilot		
<u>Consultation</u> Quality Assurance	Plan consultation with users and carers. Design accessible questionnaires		

Standard National Priorities & Strategic Objectives	Actions	Lead Responsibility	Timescales
Best Value Review Accommodation – LD	Write commissioning strategy via multi-stakeholder group. Strategy to include modernisation Day Opportunities and Transport Strategy.	LB / PH	