

# ADULT SERVICES COMMITTEE

## MINUTES AND DECISION RECORD

6 September 2018

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool

**Present:**

Councillor: Stephen Thomas (In the Chair)

Councillors: Lesley Hamilton, Sue Little, Mike McLaughlin, John Tennant and Carl Richardson

Also present:

Jean Pegg, Inspection Manager, Care Quality Commission

Officers: Jill Harrison, Director of Adult and Community Based Services  
Angela Armstrong, Principal Democratic Services Officer

### 17. Apologies for Absence

Apologies for absence were received from Frank Harrison (National Pensions Convention/Years Ahead Forum).

### 18. Declarations of Interest

Councillor Stephen Thomas declared a personal interest as an employee of HealthWatch Hartlepool.

### 19. Minutes of the meeting held on 12 July 2018

Received.

### 20. Care Quality Commission Update *(Director of Adult and Community Based Services)*

**Type of decision**

For information.

**Purpose of report**

To provide the Committee with an update regarding the Care Quality Commission's regulation of services for adults with care needs.

### **Issue(s) for consideration**

It was noted that the Inspection Manager from the Care Quality Commission (CQC) had been invited to the meeting to provide an update on the regulation of services for adults with care needs. The presentation was detailed and comprehensive and outlined the purpose and role of the CQC, the model of registration and how the CQC are driving improvement through a more targeted, collaborate and responsive approach. Further information was provided on the meaning of the overall ratings given to adult service provision. It was concluded with an overview of the CQC's civil and criminal enforcement powers which were utilised to take immediate action to protect from harm or time-limited 'final chance' with co-ordination and oversight with other bodies.

The CQC had produced a document 'The State of Adult Social Care Services' which was available on its website, the key points being:

- The majority of people are receiving good quality care. This is something to celebrate.
- Over 80% of inadequate services improve on re-inspection but for services that require improvement, nearly 40% do not improve and 5% get worse.
- We are focusing on encouraging improvement in services related RI.
- We will do this flexibly and proportionally, using inspector judgement and existing risk and enforcement frameworks.
- We will monitor these services more closely to identify changes in quality (up or down) and respond more quickly as required.

In addition to this, the document detailed the CQC's commitment to improve adult social care as follows:

- Agreed priorities to improve quality.
- No single person or organisation can improve the quality of social care on their own.
- Everyone who uses, provides, commissions, oversees or supports care and support services must play their part.
- Avoid duplication – a common approach to information.

During the discussion that followed it was highlighted that the timeframes for inspections by the CQC were only a guide and the schedule of inspections would be reprioritised depending on need. As well as the schedule of inspections, additional inspections could be instigated through intelligence received, including from whistle blowers who can remain anonymous.

It was noted that there was an appeal mechanism in place should a service be rated as inadequate. This may result in a delay or withdrawal of the removal of the regulatory activity inspected, should the necessary improvements have been identified. In response to a question raised by a Member, the Inspection Manager confirmed that the Regulations did

require the CQC to examine the recruitment process of individuals employed within the adult care sector in detail. The Inspection Manager indicated that inspections were usually unannounced with some inspections being announced the day before and can be undertaken at any time of day.

A Member sought clarification on whether inspectors would highlight any issues that were brought to their attention that did not form part of the inspection being undertaken, for example the care of other individuals within a sheltered accommodation complex. The Inspector confirmed that any issues with the care being provided would be highlighted to the most appropriate person or body. A discussion ensued on the timescales involved with the removal of a regulatory service and how that affected the people receiving that provision.

The Chair thanked the Inspection Manager for attending and providing such an interesting and informative presentation which provided the insight into the work and functions of the CQC, including the ongoing work with the Local Authority to ensure service provision in the local areas was at the highest possible standard.

### **Decision**

The presentation by the Inspection Manager from the CQC was noted.

## **21. Any Other Items which the Chairman Considers are Urgent**

None.

The meeting concluded at 11.05 am

**H MARTIN**

**INTERIM CHIEF SOLICITOR**

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