

Assessment of Performance Report 2009/10

ADULT SOCIAL SERVICES ASSESSMENT OF PERFORMANCE 2009/10 :Derby

Contact Name	Job Title
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<p>The report will produce a summary of the performance of how the council promotes adult social care outcomes for people in the council area.</p> <p>The overall grade for performance is combined from the grades given for the individual outcomes. There is a brief description below – see Grading for Adult Social Care Outcomes 2009/10 in the Performance Assessment Guide web address below, for more detail.</p> <p>Performing Poorly - not delivering the minimum requirements for people. Performing Adequately - only delivering the minimum requirements for people. Performing Well - consistently delivering above the minimum requirements for people. Performing Excellently - overall delivering well above the minimum requirements for people.</p> <p>We also make a written assessment about</p> <p>Leadership and Commissioning and use of resources</p> <p>Information on these additional areas can be found in the outcomes framework To see the outcomes framework please go to our web site: Outcomes framework You will also find an explanation of terms used in the report in the glossary on the web site.</p>	

2009/10 Council APA Performance

Delivering outcomes assessment Overall council is:	Well
Outcome 1: Improved health and well-being	Well
Outcome 2: Improved quality of life	Well
Outcome 3: Making a positive contribution	Excellent
Outcome 4: Increased choice and control	Well
Outcome 5: Freedom from discrimination and harassment	Excellent
Outcome 6: Economic well-being	Well
Outcome 7: Maintaining personal dignity and respect	Well

Council overall summary of 2009/10 performance

Derby City Council has over the last year undergone a major restructuring. There have been substantial changes to the leadership Adam Wilkinson is the new chief executive who appointed a new DASS (Cath Roff, Strategic Director of Adults, Health and Housing) in April 2010. Housing is newly added to this directorate. The other directorates have been restructured also. The changes have been predominately at a managerial level effecting directors and heads of service.

The council is committed to adult social care, has a clear vision, and works effectively with partners to deliver that vision. It has demonstrated a thorough understanding of the opportunities and challenges that lie ahead, made positive progress on personalisation focused business plan. The council has improved across a number of key areas since the 2008-09 assessment and this is reflected in an improved judgement to well for outcome 5 in 2009-10.

Leadership

"People from all communities are engaged in planning with councilors and senior managers. Councilors and senior managers have a clear vision for social care. They lead people in transforming services to achieve better outcomes for people. They agree priorities with their partners, secure resources, and develop the capabilities of people in the workforce".

Conclusion of 2009/10 performance

This has been a year of considerable change in Derby City Council. A new chief executive was appointed and the directorates have been restructured to align with council priorities and strengthen partnerships. The council are progressing well with Putting People First milestones. Self directed support and access to personal budgets are available to all. Partnership working is good.

This year Derby City's focus has been on promoting and maintaining independence and developing options for people to remain in their own homes. They have undertaken a joint strategic review of intermediate care services with the PCT. Acute hospital enablement services have been extended and discharge planning arrangements have been improved. Developments in telecare and other preventative initiatives have led to reduced number of older people entering residential care.

User engagement is good, and a service user has been appointed as co-chair of the learning disability partnership board. A number of community engagement events have been held in the past year and the outcomes of service user involvement are evident, for example in the co-production of the dementia strategy. The views of carers feed into every review of strategy and service.

Staff training is an ongoing activity both within the council and with key stakeholders. A workforce development plan is being drafted to support the personalisation programme. This is intended to address cultural changes as well as identified skill and knowledge needs. Adult social care has been piloting a new individual competency and behaviour based performance management process for staff. This aligns individual objectives to departmental and corporate plans.

An outcome focused performance management system is in place. Leadership arrangements support the delivery of the council

adult social care priorities.

Key strengths

- Performance has been maintained during initial restructuring
- Progress on implementation of Putting People First

Areas for improvement

- Maintain performance through organisational change
- Workforce development

Commissioning and use of resources

"People who use services and their carers are able to commission the support they need. Commissioners engage with people who use services, carers, partners and service providers, and shape the market to improve outcomes and good value".

Conclusion of 2009/10 performance

The Joint Strategic Needs Assessment (JSNA) has been reviewed. Priorities have been identified to be delivered in partnership with the NHS. A number of methods have been used to gain insight into the needs of the local population. This knowledge together with the priorities identified in the JSNA has directed the council's commissioning.

The council has carried out a value for money review and has re-established its priorities. Derby City delivered a balanced budget in 2009/10. Efficiency savings as a result of reduced spend on residential care are intended to be used to develop the dementia strategy and other early intervention priorities. Personalisation is a corporate priority. There is a range of preventative services. An overarching preventative strategy is being developed.

Quality assurance systems are in place. For example, work carried out by the brokerage team to undertake mystery shopping. Information is used to identify preferred suppliers. The council is utilising information from the Derby Local Involvement Network (LINK), Care Quality Commission (CQC) and NHS Derby City to conduct quality assurance research. The output is intended to form the basis of improvement plans for care homes.

Local market analysis shows continued improvement in the quality ratings of regulated services. Some areas for improvement have been identified in local authority care homes. The council continues to use a quality incentive pricing model which will need to be reviewed when the quality rating system for CQC changes.

Key strengths
<ul style="list-style-type: none">Financial management

Areas for improvement
<ul style="list-style-type: none">Quality assurance system for commissioned regulated servicesQuality of provision in local authority care homes

Outcome 1: Improving health and emotional well-being

“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to accept the judgement awarded for Improving health and well-being from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self-declaration, that it is continuing to perform at performing well level in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 2: Improved quality of life

"People who use services and their carers enjoy the best possible quality of life. Support is given at an early stage, and helps people to stay independent. Families are supported so that children do not have to take on inappropriate caring roles. Carers are able to balance caring with a life of their own. People feel safe when they are supported at home, in care homes, and in the neighborhood. They are able to have a social life and to use leisure, learning and other local services."

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to accept the judgement awarded for Improved quality of life from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self-declaration, that it is continuing to perform at performing well level in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 3: Making a positive contribution

“People who use services and carers are supported to take part in community life. They contribute their views on services and this helps to shape improvements. Voluntary organisations are thriving and accessible. Organisations for people who use services and carers are well supported”.

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to accept the judgement awarded for Making a positive contribution from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self-declaration, that it is continuing to perform at performing excellently level in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 4: Increased choice and control

“People who use services and their carers are supported in exercising control of personal support. People can choose from a wide range of local support”.

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to accept the judgement awarded for Increased choice and control from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self-declaration, that it is continuing to perform at performing well level in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 5: Freedom from discrimination and harassment

“People who use services and their carers have fair access to services. Their entitlements to health and care services are upheld. They are free from discrimination or harassment in their living environments and neighborhoods”.

Conclusion of 2009/10 performance

Derby City has made significant progress on last year's key areas for improvement. The council is continuing with their plans to achieve excellent against the Local Government Equality Framework, and report they are on target to achieve by April 2011. Equality impact assessments have been completed and have already resulted in improvements for people with disabilities and initiatives to recruit a more balanced workforce. Services are reaching and meeting the needs of people from the black and minority ethnic communities. The Fair Access to Care Services (FACS) threshold is Moderate in Derby City and there are no plans to change this. This means that people with low level of need in Derby may be eligible for a service. Systems are in place to support people who do not meet the FACS criteria with evidence provided of positive outcomes for people who have been signposted to other services.

All complaints in relation to discrimination and harassment are monitored through the council's complaints and equalities policies. Clear examples were provided of how such complaints are addressed for example disabled people who felt that the bus station did not provide adequate access was addressed in an action plan. The community safety and cohesion partnership is working to help people to feel safe at home and in the community. This includes dealing with hate crime and improving community understanding and tolerance. A range of technology is in use to reduce harassment and support individual freedom such as lighting schemes and support systems such as “just checking”.

The Mental Capacity Act deprivation of liberty Safeguards is embedded in the council and there is strong evidence that people's liberty is being respected.

Key strengths
<ul style="list-style-type: none">• Equitable access to services• Community Safety Partnership

Areas for improvement
<ul style="list-style-type: none">• More people benefit from referral to the Independent Mental Capacity Advocate (IMCA) service

Outcome 6: Economic well-being

"People who use services and their carers have income to meet living and support costs. They are supported in finding or maintaining employment".

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to accept the judgement awarded for Economic well-being from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self-declaration, that it is continuing to perform at performing well level in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 7: Maintaining personal dignity and respect

"People who use services and their carers are safeguarded from all forms of abuse. Personal care maintains their human rights, preserving dignity and respect, helps them to be comfortable in their environment, and supports family and social life".

Conclusion of 2009/10 performance

Safeguarding is a high priority in Derby. The safeguarding board arrangements were reviewed and following agreement with partners a Derby City safeguarding board was established in January 2010. The council has made good progress against last year's key areas for improvement. The Improvement and Development Agency (IDeA) review has confirmed that the council has made good progress in many areas of safeguarding activity. It also confirmed the developments required, many of which are underway.

In response to the Dignity in Care Campaign the council has worked in partnership with Derby LINK to set up a programme of visits to Derby's care homes. Dignity has been explicitly built into contract specifications and tender evaluations. Internal surveys of users experience demonstrate high service user satisfaction levels.

Deprivation of liberty safeguards and IMCA advocate services are in place and are having a positive impact on the lives of people referred to them.

Partnerships have been effective in improving and addressing safeguarding issues through information sharing meetings and quality monitoring of registered establishments. Most care homes in Derby have improved their quality ratings, with none rated as 'poor'. Safeguarding concerns identified have been dealt with promptly.

The council have set up a fund for training registered care providers and voluntary care sector providers. The delivery of training has increased but there remains scope to improve this. Dignity and respect are integral to the content of training programmes.

Safeguarding is being considered as part of personal budgets with a theme of people keeping themselves safe. Guidance and advice is available to staff and is at an early implementation stage.

The safeguarding board needs to ensure that it appropriately obtains the views of service users and carers and takes these into account in board developments.

A process is in place with health and education to ensure that all aspects of life including safety are included when planning the transition from children's to adult services.

Key strengths

- Partnership working
- Commitment to safeguarding
- Responses to safeguarding concerns in regulated services

Areas for improvement

- Independent sector adult safeguarding training
 - Safety of people using personal budgets and direct payments
 - Raise the profile of the Dignity in Care Campaign
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