



Adult Social Care Annual Performance Assessment & Service Inspection Findings

SUMMARY

- 1.1 The Care Quality Commission (CQC) publishes an Annual Performance Assessment report which summaries how well the Council delivers adult social care outcomes for people in Derby. It must be noted that this is a Council wide assessment albeit the core delivery is through the Adults Health and Housing directorate. Other services such as community safety, transport, leisure etc contribute significantly to producing positive adult social care outcomes for the people of Derby.
- 1.2 Derby City Council's adult social care performance is measured against the CQC outcomes framework consisting of seven operational outcomes. The outcomes framework also contains guidance for Councils on adult social care leadership, commissioning and use of resources.
- 1.3 Adult Social Care services have been judged as "performing well" overall for the financial year 2009/10. Five of the seven outcomes are judged by CQC as "performing well" and against the other two outcomes the Council is judged as "performing excellently". This is an improvement on the Councils 2008/09 annual performance assessment.
- 1.4 As part of a national programme of service inspections CQC also conducted a service inspection of Adult Social Care in Derby during September 2010. The objective of the inspection was to evaluate Derby's performance in delivering specific adult social care outcomes for its communities. The service inspections are a narrower but a deeper look into how well Councils are performing against particular outcomes of the outcomes framework.
- 1.5 The service inspection focussed on how well the Council and its partners are safeguarding vulnerable adults and providing increased choice and control for older people. The inspection centred on the experiences of people who use adult social care services and on leadership, commissioning and use of resources for delivery of good outcomes for service users.
- 1.6 The inspection team concluded that Derby was performing adequately in safeguarding adults, and performing well in supporting older people to have increased choice and control. They also concluded that the capacity to improve in Derby was promising.
- 1.7 The inspection team have written a comprehensive report detailing areas of good performance and areas for development. The report was published on the CQC website on 23 November. The lead inspector will present the report in person and

take any immediate questions.

- 1.8 An action plan has been drawn up to address the areas for development identified in the inspection report. This has been agreed with the lead inspector.
- 1.9 It has been announced by central government that there shall not be any further CQC adult social care service inspections for Councils or an annual performance assessment for 2010/11. Deliberation about how Council performance is to be assessed in the future is on going at a national level.

RECOMMENDATION

- 2.1 To note the outcome of the Annual Performance Assessment for Adult Social Care.
- 2.2 To note the outcome of the service inspection and the content of the report from the CQC inspection team.
- 2.3 To endorse the action plan drawn up in response to the inspection report.

REASONS FOR RECOMMENDATION

- 3.1 The Council has a duty to cooperate with the CQC and report findings to Cabinet.
- 3.2 The Council is committed to ensuring vulnerable adults are kept safe and improving the services it delivers and commissions.

SUPPORTING INFORMATION

- 4.1 The Annual Performance Assessment report for adult social care summarises the findings of the CQC compliance manager for Derby City. CQC continuously monitors the performance of Adult Social Care through a series of regular meetings with senior managers, use of self assessment returns and data collection exercises. The information obtained is assessed in comparison to the CQC Outcomes Framework descriptors.
- 4.2 The CQC Outcomes Framework focuses on seven operational outcomes but also Leadership, Commissioning and use of resources in adult social care. Each of the operational outcomes is given a performance judgement.
- 4.3 The judgements against the outcomes in the performance report are detailed below in table form. The judgements or grades have the following meanings;
 - Performing Poorly – not delivering the minimum requirements for people.
 - Performing Adequately – delivering the minimum requirements for people.
 - Performing Well – consistently delivering above the minimum requirements for people.
 - Performing Excellently – delivering well above the minimum requirements for people.

Outcome Descriptor	2009/10 Grade (Performing)
Overall Council Judgement	Well
Outcome 1 : Improved health & well being	Well
Outcome 2 : Improved quality of life	Well
Outcome 3 : Making a positive contribution	Excellent
Outcome 4 : Increased choice & control	Well
Outcome 5 : Freedom from discrimination & harassment	Excellent
Outcome 6 : Economic well being	Well
Outcome 7 : Maintaining personal dignity and respect	Well

- 4.4 The overall Council summary from the performance report is highlighted below.

“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 a personalisation focussed 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 excellent for outcome 5 in 2009-10.”

The full annual performance report can be found at appendix 2.

- 4.5 During the service inspection in September 2010, the team of three inspectors met with over 150 people including members of the public, Council employees and representatives of at least 30 partner organisations.
- 4.6 The inspection focussed on safeguarding vulnerable adults and how well the council is providing choice and control for older people.

In summary the CQC inspection team graded services as detailed below;

Inspection Area	Grade (Sept 2010)
Safeguarding adults	Performing adequately
Choice & control for older people	Performing well
Capacity to Improve	Promising

The grade descriptors for the service inspection have the same meaning as those described at paragraph 4.3 above for the annual performance assessment. The capacity to improve grading is awarded from a scale of “poor, uncertain, promising and excellent”.

The capacity to improve grading is a reflection on the inspection team’s assessment of adult social care leadership, commissioning and use of resources.

- 4.7 A full report of the findings of the service inspection is detailed at appendix 3. In addition to the inspection report a Council action plan has been produced in response to the findings of the service inspection and is detailed at appendix 4. The action plan has been agreed with the CQC lead inspector.

- 4.8 The CQC lead inspector for the service inspection shall attend Cabinet on 14 of December 2010 to present the key findings of the report. In addition, provide an opportunity for Cabinet Members to ask any questions about the process, findings, recommendations or the agreed action plan.

OTHER OPTIONS CONSIDERED

- 5.1 Not applicable

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Service Director(s) Other(s)	Robin Constable David Enticott Liz Moore Perveez Sadiq, Sally Curtis
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For more information contact: Background papers: List of appendices: 2- 4 to follow	Colyn Kemp 01332 716718 e-mail colyn.kemp@derby.gov.uk None Appendix 1 – Implications Appendix 2 – CQC Annual Performance Assessment report Appendix 3 – CQC Service Inspection report Appendix 4 – Council Service Inspection Action Plan
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IMPLICATIONS

Financial

- 1.1 It is anticipated that the cost of implementing the action plan will be met within existing budgets.

Legal

- 2.1 The Care Quality Commission became responsible for regulating adult social care in April 2009. It is an independent body which also regulates health services and protects the interests of those whose rights are restricted under the Mental Health Act 1983

Personnel

- 3.1 Implementing the improvement plan will result in additional training requirements for staff which will be delivered within existing resources.

Equalities Impact

- 4.1 None

Health and Safety

- 5.1 None

Carbon commitment

- 6.1 None

Value for money

- 7.1 None

Corporate objectives and priorities for change

- 8.1 The action plan will contribute to meeting the Healthy City objectives, particularly HC1: To increase choice and control to support independence.