

Agenda item:

[No.]

Cabinet

On 14 December 2010

Report Title: **CQC Annual Performance Assessment of Adult Social Care 2009/10**

Report of: **Mun Thong Phung, Director of Adult, Culture and Community Services**

Signed:

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Wards(s) affected: **All**

Report for: **Non-Key Decisions**

1. Purpose of the report

- 1.1. To inform Cabinet of the outcome of the Care Quality Commission's (CQC) Assessment of Performance report for Adult Social Care for 2009/10.
- 1.2. To highlight the key achievements and areas for improvement for the Council.

2. Introduction by Cabinet Member

- 2.1. The 2009/10 Assessment of Performance report by the Care Quality Commission (CQC) has judged that overall, our adult social care services are *Performing Well*. This is an excellent result for Adult Services.
- 2.2. The results show that Haringey has continued to improve services in 2009/10, with significant improvements made following the Independence, Well-being and Choice service inspection in early 2009.
- 2.3. Recognition that adult social care is consistently performing well reflects that the Council is positively placed in 2010/11 to build further on the improvements already made.
- 2.4. In addition to the CQC's recognition that we are performing well, we have achieved

excellent performance in the commissioning of care, with 96.5% of care home residents and 99.5% of home care users receiving services rated 'excellent' or 'good' in 2009 ([The quality of care services purchased by Councils – 2010](#), CQC).

- 2.5. We have also demonstrated top quartile performance in CQC's national assessment of stroke care (see <http://www.cqc.org.uk/reviewsandstudies/>), with new stroke services providing quicker access to care, treatment and rehabilitation services and stroke awareness increasing.

3. State link(s) with Council Plan Priorities and actions and /or other Strategies:

- 3.1. The services assessed by the CQC contribute to the achievement of the following Council Plan priorities:

- Encouraging lifetime well-being at home, work, play and learning;
- Promoting Independent living while supporting adults and children in need; and
- Delivering excellent customer focused cost effective services.

- 3.2. The Well-being Strategic Framework encompasses the seven *Our Health, Our Care, Our Say* (OHOCOS) outcomes. These outcomes are assessed through the CQC's annual performance assessment. The Framework recognises that promoting well-being and prevention requires creative and integrated solutions beyond the traditional health and social care agenda. The Framework is currently being reviewed to focus on the new policy agendas of personalisation, safeguarding vulnerable adults and addressing health inequalities.

- 3.3. The HSP Standing Leadership Conference is committed to safeguarding both children and vulnerable adults. It has established a Safeguarding Adults Board (SAB), a multi-agency partnership which provides strong leadership on safeguarding adults locally. The Board ensures that all agencies in the partnership work together to determine policy and co-ordinate services to safeguard and promote the welfare of adults in Haringey.

- 3.4. Our Multi-Agency Safeguarding Adults Policy & Procedure is a unified approach to safeguarding adults, and is embedded within each client group. Safeguarding adults continues to be a high priority for the service and we have invested in additional resources. Safeguarding is included in our key plans and strategies and performance management has been strengthened in this area.

4. Recommendations

- 4.1. That Cabinet notes the content and outcome of the CQC's Assessment of Performance Report for 2009/10 and proposed action to respond to the identified areas for development.

5. Reason for recommendation(s)

5.1. Not applicable

6. Other options considered

6.1. Not applicable

7. Summary

7.1 The Care Quality Commission (CQC) is the independent regulator of health and adult social care services in England. The CQC was set up on 1 April 2009 by joining the Commission for Social Care Inspection (CSCI), Health Care Commission and the Mental Health Act Commission.

7.2 The CQC completes a performance assessment of adult social care organisations every year. The assessment is based on the CQC Adult Social Care Outcomes Framework, a set of national standards and criteria. A variety of information sources are used to carry out the assessment, including an annual Self-Assessment Survey (SAS), submitted to the CQC in May 2010, routine business meetings, performance data from national returns, findings from regulatory activity, including registration and inspection, and progress against inspection action plans.

7.3 The Council received the CQC's 2009/10 Assessment of Performance report for Adult Social Care on 4 October 2010 (see Appendix 1). The report provides a judgement on the services being delivered against the Adult Social Care Outcomes Framework. Councils were given the opportunity to challenge the results before the report was published on 25 November 2010.

7.4 It is a requirement that the CQC assessment (see Appendix 1) and any resulting action plan (see Performance Improvement Plan (PIP), Appendix 2), is placed before the Council's relevant Executive Committee in open session.

7.5 The CQC Assessment of Performance report awards an overall grade for delivering outcomes and a separate grade for each of the seven outcomes in the Outcomes Framework. The judgements are *performing excellently, well, adequately and poorly*. The CQC has assessed that overall Haringey's Adult Social Care is *Performing Well*, based on the following:

Outcomes	Grade Awarded
Outcome 1: Improved health and well-being	Well
Outcome 2: Improved quality of life	Well
Outcome 3: Making a positive contribution	Well
Outcome 4: Increased choice and control	Adequate
Outcome 5: Freedom from discrimination or harassment	Well
Outcome 6: Economic well-being	Well
Outcome 7: Maintaining personal dignity and respect	Well

- 7.6 In 2010/11, the CQC assessment framework is being streamlined to focus on three outcomes: improved health and wellbeing, increased choice and control, and maintaining personal dignity and respect. The revised approach will be targeted, proportionate, risk-based, and make the most efficient use of publicly available data.
- 7.7 The 2009/10 results show that the Council has maintained overall performance since 2008/09, when Adult Social Services was also judged to be *Performing Well*. Safeguarding and Strategic Services made significant improvement in delivering Outcome 7 *Maintaining Personal Dignity and Respect*, which was previously rated as adequate and is now judged to be performing well.
- 7.8 A written assessment was also provided for the *Leadership and Commissioning and Use of Resources* domains. The overall summary of performance within the report highlighted the following strengths:
- The council has addressed the importance of progressing the adult social care agenda, particularly in the context of the CSCI/CQC service inspection findings in 2009.
 - The council’s service inspection action plan has been used effectively to address areas for improvement, particularly in the area of safeguarding which was significantly strengthened.
 - There is strong political and senior leadership and positive partnerships with stakeholders including service users and carers.
 - The balance of care continued to shift towards support in the community.
 - There is strong commissioning capability and the resulting access to good services has increasingly reflected the person-centred “*Putting People First*” agenda.
- 7.9 The key strengths of Adult Social Care identified in the CQC’s 2009/10 assessment are:
- Effective political and senior leadership led to progress in a range of service areas including prevention, information, re-abling and safeguarding.
 - Effective partnership arrangements included positive engagement with a wide range of stakeholders.
 - A positive workforce culture was reflected in low levels of sickness absence and staff turnover.
 - The balance of care continued to shift towards support in the community involving preventive and re-abling services and supported housing.
 - The council’s level of purchasing of Good and Excellent services was above average.
 - Joint commissioning contributed effectively and through the Joint Strategic Needs Assessment in developing new services such as for adults with mental health needs and older people with dementia.
 - The council made good use of its service inspection improvement action plan in

taking forward the wider “*Putting People First*” policy agenda.

- Relevant new services included the Integrated Access Team, the Haynes Centre and the reconfiguration of the mental health team for older people.
- Support to carers was enhanced by their access to one-off direct payments.
- The council made significant improvements to safeguarding governance, particularly the Safeguarding Adults Board and a forum for elected members.
- The new, multi-agency Adult Protection Team responded effectively to a greatly increased level of referrals.
- The council’s susceptibility to independent challenge included establishing an independent chair for the Safeguarding Adults Board and joining a four-borough peer challenge group.

7.10 The main areas for improvement in Adult Social Care identified in the CQC’s 2009/10 assessment are:

- Further reduction in the numbers of delayed transfers of care.
- The council should give strategic priority at the next stage to the “*Putting People First*” agenda and in particular to learning from personal budgets pilots and embedding self-directed care options.
- Further developments in quality assurance should emphasise obtaining systematic evidence of impacts and outcomes for individuals.
- Consolidate key safeguarding partnerships with NHS colleagues and general practitioners.
- Ensure that higher numbers of independent sector staff receive training in safeguarding.

7.11 The Directorate is already on course to further enhance its performance in some of the key areas for development identified by the CQC, including:

- Further reducing the level of delayed transfers of care from hospital – the significant improvements made in 2009/10 have continued in the first part of 2010/11, with a reduction from 13.5 days in 2009/10 to 6.9 in the year to date (September 2010).
- Increasing the take-up of self-directed support by widening access to existing service users and carers through the care review process.
- Overseeing quality assurance through the newly-established Adult, Commissioning and Safeguarding Quality Board to ensure it is systematic, outcome-focused and informs the strategic direction of service delivery.
- Continuing to progress partnership working with NHS commissioners and GPs around adult safeguarding through the Safeguarding Adults Board.

7.12 A detailed Performance Improvement Plan has been developed to ensure that the identified areas for further improvement are addressed and monitored (see Appendix 2). These actions are also embedded in the Business Plans for Adult, Culture and Community Services.

7.13 The CQC assessment demonstrates that adult social care services have improved significantly since the previous inspection. The CQC's recognition that Adult Social Care is consistently *Performing Well* reflects that the council is well placed in 2010/11 to further build on the improvements made in 2009/10.

8. Chief Financial Officer Comments

8.1. There are no specific financial implications included in this report. The financial implications of the work undertaken by the service are monitored by the regular financial and performance management framework of the Council.

8.2. As discussed above there are no direct financial implications arising from this report. However, in delivering its efficiencies the Council must consider the impact on performance. It is likely that this outcome will not be achieved in the future if service budgets are significantly reduced.

9. Head of Legal Services Comments

9.1. There are no legal implications to this report.

10. Head of Procurement Comments

10.1. Not applicable

11. Equalities & Community Cohesion Comments

11.1. The CQC recognises our positive approach to equalities and community cohesion embedded within service delivery. The assessment highlights our positive engagement with a culturally diverse range of stakeholders which has assisted in the balance of care continuing to shift towards community support. Joint commissioning has contributed to developing new services for key care groups including adults with mental health needs and older people with dementia. Staff training has also ensured a holistic approach to care planning.

11.2. Adult Social Care continues to conduct ethnicity monitoring of residents assessed for or receiving services, and equality impact assessments of service strategies and improvements.

11.3. In 2010/11, Adult Social Care will be working towards maximising achievements in self-directed care through commissioning, including the availability of a suitable and culturally diverse workforce and support infrastructure such as advocacy.

12. Consultation

12.1. Not applicable

13. Service Financial Comments

13.1. There are no direct financial implications arising from this report. However, if ACCS wishes to make further improvements investment may be required. This will need to be considered in the context of the Council's financial position and existing budgetary pressures within the service.

13.2. Efficiencies

Through delivering efficiencies within ACCS, there will be an inevitable impact on performance. The Directorate Management Team will continue to monitor and risk assess the impact on services.

14. Use of appendices /Tables and photographs

14.1. CQC Assessment of Performance Report 2009/10

14.2. Performance Improvement Plan October 2010

15. Local Government (Access to Information) Act 1985

15.1. CQC Assessment of Performance Report 2009/10

15.2. CQC The quality of care services purchased by Councils – 2010