

**Report for:** Adult and Health Scrutiny Panel 5<sup>th</sup> October 2015

**Item number:** 8

**Title:** **Quality Assurance and developing a partnership approach in Haringey.**

**Report authorised by :** Beverley Tarka Director of Adult Social Care

**Lead Officer:** Beverley Tarka Director of Adult Social Care

**Ward(s) affected:** All

**Report for Key/  
Non Key Decision:** Non key Decision

## **1. Describe the issue under consideration**

- 1.1 In June 2015 Adult Health and Scrutiny Panel received a report on Quality Assurance and the Care Quality Commission in Haringey. This report outlined the Care Quality Commission's new approach to regulating, inspecting and rating Adult Social Care Services.
- 1.2 The report set out the council's approach to quality assurance and its' relationship to the CQC and options for keeping Scrutiny informed of the CQC's inspections, and focussed on recent inspections with regards to Sevacare and the Council's reablement service.
- 1.3 At this meeting it was agreed that further information would be provided to scrutiny on the Quality Assurance and Safeguarding frameworks and approaches in place and in development in Haringey.

<http://www.minutes.haringey.gov.uk/ieListDocuments.aspx?CIId=804&MIId=7412&Ver=4>

## **2. Cabinet Member Introduction**

- 2.1 Assuring the quality of health and social, care services provided in Haringey is a core aim for the Council and its partners. I welcome the opportunity to present to scrutiny detail around both the approach we are taking to assuring quality and the plans we have to further develop our capability and capacity to ensure Haringey residents receive services of the highest quality.
- 2.2 We are currently focussed on developing community wide partnership approach to assuring quality that will include in its' membership service users, carers, providers, commissioners, health practitioners, Safeguarding professionals, CQC and HealthWatch. We are bringing to scrutiny for discussion and comment detail on early progress in developing the partnership and an outline of next steps designed to see a partnership approach to quality in place by April 2016.

### **3. Recommendations**

It is recommended that Panel notes the content of the presentations which outline Haringey's approach to Quality Assurance and outlines Haringey's ambition to develop a community wide partnership approach to assuring quality across the Health and Social Care system.

### **4. Reasons for decision**

Not Applicable

### **5. Alternative options considered**

Not Applicable

### **6. Background information**

6.1 Section 5 of the Care Act 2014 sets out new duties for Councils with regard to shaping and managing local care markets. There are new duties placed on local authorities to facilitate and shape their market for adult care and support as a whole, so that it meets the needs of all people in their area who need care and support, whether arranged or funded by the state, by the individual themselves, or in other ways. The ambition as set out in the Care Act is for local authorities to influence and drive the pace of change for their whole market, leading to a sustainable and diverse range of care and support providers, continuously improving quality and choice, and delivering better, innovative and cost-effective outcomes that promote the wellbeing of people who need care and support.

6.2 Section 48 of the Care Act places new duties on local authorities to meet an adult's care and support needs and a carer's support needs when a registered care provider becomes unable to carry on a regulated activity because of business failure.

6.3 The Council recognises the changing landscape for adult social care both in terms of the Care Act and its own commissioning intentions as set out in the Corporate Plan and the Market Position Statement. The Council is therefore strengthening its approach to quality assurance and contract monitoring role across all provision we will ensure a continued focus on quality of provision to ensure that people's quality of life is maintained and the wider outcomes they seek are achieved.

6.4 Quality Assurance in Haringey is important to ensure that local services are safe and of a high standard. It is also about ensuring that the resources that are available are deployed effectively. There are a range of methodologies and measures that we and our partners use to assure the quality of our services, many of which are described in the appendix below. Previously our Quality Assurance has been largely inward looking and holding our providers to account but we are now looking to develop a new model where assuring the quality of our services is done in partnership with a range of stakeholders, to enable greater understanding and wider ownership of the process.

6.5 In this new model everyone including, people who use services, relatives, carers, providers, staff delivering the service, social care staff, health practitioners, Safeguarding professionals, regulatory bodies e.g. CQC and HealthWatch will have a role to play to contribute to the improvement in the quality of care provided in Haringey.

6.6 The accompanying presentations titled "Quality Assurance Summary Report for Scrutiny" details the mechanisms that are currently in place to assure quality in Haringey. The presentation summarise the governance approach in place and

provides detail on how quality is assured in respect of safeguarding, social work practice, provider services and commissioning.

- 6.7 The accompanying presentation titled “Developing a Partnership approach to Quality in Haringey” provides summary detail of a recent workshop to explore the opportunities and willingness to develop a partnership approach to assuring quality in Haringey.

## 7. Contribution to strategic outcomes

Priority 2

## 8. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

### Finance and Procurement

- 8.1 This paper is for noting and there are no financial implications directly arising out of the report. The quality assurance approach outlined is carried out as part of the normal work of the Council from within its existing resources.



### Legal

Not Applicable

### Equality

Not Applicable

## 9. Use of Appendices

Appendix 1 Quality Assurance Summary Report for Scrutiny	 Quality Assurance Summary Report for §
Appendix 2 Developing a Partnership approach to Quality in Haringey	 Developing a partnership approach

## 10. Local Government (Access to Information) Act 1985