

**ANNUAL PERFORMANCE ASSESSMENT OF SOCIAL CARE SERVICES FOR
ADULTS SERVICES FOR CAMBRIDGESHIRE AND ACTION PLAN**

To: **Cabinet**

Date: **7 July 2009**

From: **Executive Director: Community and Adult Service**

Electoral division(s): **All**

Forward Plan ref: **Not applicable** *Key decision:* **No**

Purpose: **To present to Cabinet a Progress Report on the 2007/08 Annual Performance Assessment Action Plan for Adult Social Care Services, which was approved by Cabinet in January 2009.**

Recommendation: **Cabinet is asked to note and comment on progress against the Action Plan for the 2007/08 Annual Performance Assessment of Social Care Services for Adults for Cambridgeshire.**

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1 BACKGROUND

- 1.1 The Care Quality Commission (CQC) [prior to 1 April 2009, the Commission for Social Care inspection, (CSCI)], makes an annual assessment and judgement on Adult Social Care Services. The judgement is made drawing from the following information collected throughout the year:
- Regular meetings with the Business Relationship Manager
 - The annual Self Assessment Survey, which contains the formal PIs and text, submitted in May
 - Any fieldwork inspections
 - Annual Review Meeting.
- 1.2 In November 2008, CSCI judged Adult social care services in Cambridgeshire to meet the performance rating of 2 stars and found its capacity to improve to be 'Promising'.
- 1.3 As part of the judgement, CSCI noted twenty eight Areas for Development for the Council to consider. In response, the Annual Performance Assessment Action Plan for 2007-08 was developed and agreed at Cabinet in January 2009.
- 1.4 This report provides an update on progress in implementing the Areas for Development of the Action Plan.

2. PROGRESS IN IMPLEMENTATION OF THE ANNUAL PERFORMANCE ASSESSMENT ACTION PLAN 2007-08.

- 2.1 The Action Plan provides details of the actions agreed, progress made and evidence of how the progress has delivered positive outcomes for service users and family carers. This is set out in Appendix 1. The implementation of the Action Plan is being managed through the Quality for Adults Programme Board and monthly reporting on an exception basis takes place at the Programme Board. Over the course of the previous six months there has been considerable progress. Fifteen of the twenty eight areas for development have now been completed (BLUE), eleven have reached a stage where there is good progress (GREEN) and two areas are making some progress (ORANGE).

2.2 Exception reporting

Of the twenty eight Areas for Development which were included in the Action Plan, only two are reported as ORANGE through this exception reporting. Examples of the progress that has been made within these areas is detailed below, however, at this stage, insufficient progress has been made to merit the Red / Amber / Green (RAG) rating of GREEN:

The Exception areas are:

Area for Development 1 – There has been improvement recorded in reviews, however, the Council still needs to bring performance in line with similar councils in England.

Activity here has included:

- Learning Disability Service has achieved target set for reviews.

- Weekly reporting on review activity takes place within Older People's Services.
- Dedicated review capacity has been developed in each team in Older People's Services.
- Changes in practice in Older People's Services have taken place so that people in hospital are reviewed by the hospital team and the annual review date is moved forward, reducing duplication of review.

Despite the activity outlined above, review activity overall has remained below target. However, the percentage of reviews completed in the performance year that has just ended has slightly increased (2007-08: 68.2% vs 2008-09: 69.2%) – it is not known how this compares with other authorities.

Area for Development 14 - Implement the remaining outstanding Equality Standard for Government 3, 4 and 5

Activity here has included:

- The Council achieved level 3 of the Equality Standard in March 2009.
- Examples of involvement in strategic developments and services tailored to meet cultural and religious needs within Adult services providing strong evidence for the peer reviewers.

The new national Equality Framework was introduced in April 2009, to replace the Equality Standard. This replaces levels 4 and 5 with a score of 'excellent'. This change has delayed the progress as the new framework is reviewed to inform the actions that will be taken to continue to progress this work.

2.3 Outcomes achieved for service users and carers

The Action Plan attached as Appendix 1 lists Outputs and Outcomes for each Area of Development to demonstrate improved outcomes for service users and family carers. A small number of positive examples have been included here to highlight the impact that has been made on service users' and carers' lives.

A comment received from a carer regarding the Community Equipment Service:
 "To all staff at Equipment Loan Service, Just a few lines to thank you for the prompt delivering and collection of the equipment lent to my dad, in his last few weeks. I'm particularly grateful at the speed of collection after my dad passed away, as it was so upsetting for my mum to have to look at the empty bed in her sitting room - you were as good as your word and collected within hours and it was much appreciated."

Area for Development 6.

The Fenland Learning Disability Team employment support service, FENTASC, have supported two service users to find part time paid jobs. They work for a local private school on Monday, Wednesday and Friday afternoons. The service users gained the jobs following completion of an assessment form, meeting with staff and their previous voluntary work experience. FENTASC staff supported these placements by shadowing the service users and using photos and written lists to give them as much independence as possible, once they became confident staff 'faded out'. They have learnt many new skills and have a sense of pride when they

tell people they have a paid job. The workplace benefits from the knowledge that they have very reliable, hard working and conscientious people working for them.

Area for Development 16.

Mrs Z is an 85 year old with Alzheimers, who has remained in her own home for the past 6 years with Direct Payments. Previously she would stay with her daughter at weekends, but over the past 12 months her daughter has realised that her mother is much better if kept in her own environment so requested an increase in funding. Mrs Z needs constant attention as she can wander and her bungalow is off the main road running through the village. Mrs Z has lived in the same bungalow for 62yrs which is why her surroundings are so familiar to her and because her small team of carers have been with her for so long they know how to calm Mrs Z if she becomes agitated. Her carers keep Mrs Z stimulated and take her for walks and will dance with her when she needs calming. She has reverted to using her first language, but the carers are still able to understand her needs because it is familiar to them. The Direct Payment was increased to enable this care to be increased – thus enabling Mrs Z to have her needs met by carers who are aware of her needs and are practised in meeting these.

Area for Development 11.

The progress against the Action Plan dated June 2009 has been colour coded in Appendix 1 to show the overall progress against the recommendations. Progress against each of the Areas for Development is listed. The progress made against the Action Plan has been reported to CSCI and since April 2009, to CQC at the regular business meetings, the last of which was in May, so our Business Relationship Manager is aware of the positive progress that has been made and the ongoing actions to deliver on all the recommendations.

4 FINANCIAL AND PERFORMANCE IMPLICATIONS

4.1 Successful implementation of the action plan, which includes actions in relation to a number of specific indicators, is required to continue to improve local services and build on the improved performance judgement for 2007/08. This requires the following resources to be deployed to support the necessary work:

- Continued capacity for project management to support the work within the Quality for Adults Programme. This resource has been secured, following identification of resources from the Office of Corporate Services and use of the Modernisation Grant for the Transformation of Adult Social Care.
- Work being undertaken within existing resources, using current staff expertise to develop policies and procedures, improve processes and deliver necessary training.

4.2 NHS Cambridgeshire and Peterborough NHS Foundation Trust play key roles in delivering parts of the action plan on behalf of the County Council. Existing governance arrangements through Cambridgeshire Care Partnership will be used to ensure that partners continue to deliver their responsibilities in respect of the action plan.

- 4.3 The introduction of Self Directed Support will have implications on the future workforce required to support service users and family carers and to deliver flexible, responsive services that people want. The Workforce Strategy for Adult social care, linked with workforce strategies for NHS partners will provide the framework for recruiting and retaining an appropriate social care workforce.

5 Statutory Requirements and Partnership Working

- 5.1 The introduction of Self Directed Support has been required by Government via the Local Authority Circular Transforming Social Care (January 2008), and is being taken forward in close partnership with social care delivery partners, especially NHS Cambridgeshire and the Cambridgeshire and Peterborough NHS Foundation Trust.
- 5.2 Separate work is being undertaken with Providers, including the Council's in-house services, via a "champions" group, who are working alongside contracting colleagues in a positive way to meet the challenges of Self Directed Support. The group has representation from across the local social care sector, including voluntary organisations. This group will help the Council (and its commissioning partners) think through the best approaches to maintaining market stability for vulnerable groups, whilst choice will increase and undoubtedly people directing their own support will begin to move around an evolving market place. This will challenge Providers, including in-house services, to provide high quality services at affordable prices that individuals will wish to purchase, as the Council moves away from block contracting and service users (and their support networks) become the main "customer" of Providers.

6 Climate Change (includes climate change, greenhouse gas emissions and environmental implications and where significant, they are set out below)

- 6.1 There are no significant implications for any of the headings within this category, although as services move to more modern and more localised arrangements, environmental considerations will play a greater part, and it is possible that less people (staff and service users) will be travelling as often or as far.
- 6.2 Working on service improvement across the county and across organisations requires staff who are based in different parts of the county to work together. Wherever possible travel will be minimised by less reliance on face-to-face meetings. Where meetings are required, attempts will be made to rationalise these so that staff can cover a number of meetings at one site. Hot desking, for Council staff and partners, in each others' buildings will continue to be promoted to support this approach.

7 Access and Inclusion (includes inclusion, crime and disorder, the voluntary Sector, equality and diversity and transport implication and where significant, they are set out below)

- 7.1 A greater role for the voluntary sector (and community groups in general) is envisaged in the future, as individuals begin to make their own choices about support in their local communities, including possibly moving away from the more traditional sources of support, including the Council's own services.

- 7.2 Work has started on ways to make information about services on offer easily accessible to people directing their own support and to employees, especially care managers, contact centre staff and other community groups. This is crucial to enable individuals and their supporters to make informed choices, and to help the Council and its partners make good judgements about “market shaping” based on individual purchasing decisions, whether “self funders” (people who pay the full cost of their social care services) or not.

8 Engagement and Consultation (includes community engagement and public consultation and where significant, they are set out below)

- 8.1 Building on the positive work of engaging service users and family carers, we need to continue to find ways to ensure that minority groups and communities are included within these arrangements. Groups such as the Voices for Change group for members of minority ethnic communities are beginning to improve the involvement of people within minority communities in the development of social care and other related services.

RECOMMENDATION/DECISION REQUIRED

Cabinet is asked to note and comment on progress against the Action Plan for the 2007/08 Annual Performance Assessment of Social Care Services for Adults for Cambridgeshire.

Source Documents	Location
Cabinet Report – 15 th January 2009 Annual Performance Assessment Action Plan 2007-08.	Room B310, Castle Court Cambridge