

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 8
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Report of the Director of Adult Social Services

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CARE QUALITY COMMISSION RATINGS FOR ADULT SOCIAL CARE 2008/09

1. PURPOSE

- 1.1 To present the Care Quality Commission's Performance Letter and Summary of Adult Social Care (appendix 1), and the action plan (appendix 2) that has been developed to support the key areas for improvement, to the Scrutiny Commission.

2. RECOMMENDATION

- 2.1 That the Scrutiny Commission notes the Care Quality Commission's Performance letter and Summary of Adult Social Care and comments on the action plan.

3. LINKS TO CORPORATE PLAN, SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

- 3.1 Adult Social Services is a statutory function of the City Council and is reflected in the Sustainable Community Strategy/Corporate Plan through priorities around creating opportunities and tackling inequalities, promoting independence, choice and control and supporting and safeguarding the most vulnerable in our communities. The Local Area Agreement contains a number of targets which support these priorities.

4. BACKGROUND

- 4.1 A key aspect of the Care Quality Commission's assessment entails an annual review meeting which, this year, took place on 29 June 2009. This meeting considers aspects of the statutory social services functions relating to adult social care, following which a report confirmed the key strengths as well as identifying areas for development in the coming year. The annual performance assessment judgement and summary was published on 3 December 2009.
- 4.2 The 2008/09 performance assessment is a new assessment system and the first issued by the new Care Quality Commission (CQC). Social care services for adults were, overall, deemed to be "adequate" at delivering outcomes.
- 4.3 On five of the seven outcome areas (improved health and emotional well-being, improved quality of life, making a positive contribution, freedom from discrimination and harassment, and economic well-being) services received a rating of performing "well". One outcome area (increased choice and control) was rated "adequate" and one outcome area (maintaining personal dignity and respect) was rated "poor".
- 4.4 The overall judgement was capped at "adequate" because of the single rating of poor for dignity and respect. This judgement followed the inspection of safeguarding in January 2009.
- 4.5 The Care Quality Commission's performance assessment summary is required to be submitted to an open meeting of the council by 31 January 2010.

5. CONSULTATION

- 5.1 The action plan has been circulated internally to key officers and externally to the Care Quality Commission.

6. EXPECTED OUTCOMES

- 6.1 Support for the action plan is essential to ensure that services provided are delivered to a consistently high standard. Oversight and challenge by the Scrutiny Commission will ensure that agreed improvements are delivered.

7. NEXT STEPS

- 7.1 Work to progress the action plan will continue.

8. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

Care Quality Commission's Performance Letter and Summary of Adult Social Care.