

<b>SCRUTINY COMMISSION FOR HEALTH ISSUES</b>	<b>Agenda Item No. 11</b>
<b>17 JANUARY 2011</b>	<b>Public Report</b>

## **Report of the Director of Adult Social Services**

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### **CARE QUALITY COMMISSION RATINGS FOR ADULT SOCIAL CARE 2009/10**

#### **1. PURPOSE**

- 1.1 To present the Care Quality Commission's Performance Assessment Summary as detailed at Appendix 1 to the Scrutiny Commission.

#### **2. RECOMMENDATION**

- 2.1 That the Scrutiny Commission notes and comments on the Care Quality Commission's Performance Assessment Summary.

#### **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 through priorities around creating opportunities and tackling inequalities, promoting independence, choice and control and supporting and safeguarding the most vulnerable in our communities.

#### **4. BACKGROUND**

- 4.1 A key aspect of the Care Quality Commission's assessment entails a review meeting which, this year, took place on 22 July 2010. 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 25 November 2010.
- 4.2 Social care services for adults were, overall, deemed to be "performing well" at delivering outcomes – an improvement on the previous year's rating.
- 4.3 On six of the seven outcome areas (improved health and well-being, improved quality of life, making a positive contribution, increased choice and control, freedom from discrimination and harassment, and economic well-being) services received a rating of performing "well". One outcome area (maintaining personal dignity and respect) was rated "adequate".
- 4.4 Improved performance has been recognised in two areas – we have moved from "performing adequately" to "performing well" for the choice and control outcome and we have achieved a rating of "performing adequately" for the dignity and respect outcome, which is largely focused on our safeguarding work. These are the two areas on which we have been focusing over the last 18 months.
- 4.5 The Care Quality Commission's performance assessment summary is required to be submitted to an open meeting of the council.

## **5. KEY ISSUES**

- 5.1 The performance assessment summary is attached.
- 5.2 The annual performance assessment for adult social care will no longer be taking place. It will, however, be critical to continue local monitoring of outcomes in order to maintain standards and drive improvement. Further national work on performance measures and the future role of the Care Quality Commission is underway.

## **6. IMPLICATIONS**

- 6.1 Support for the work to address areas for improvement 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. CONSULTATION**

- 7.1 Service users and carers were spoken to by the Care Quality Commission as part of the performance assessment.

## **8. NEXT STEPS**

- 8.1 Actions required to address identified areas for improvement will be reported to the Scrutiny Commission as part of the routine quarterly performance report.

## **9. BACKGROUND DOCUMENTS**

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

None

## **10. APPENDICES**

Appendix 1 - Care Quality Commission's Performance Assessment Summary of Adult Social Care.