

WIRRAL COUNCIL

CABINET : 10th July 2007

REPORT OF THE DIRECTOR OF ADULT SOCIAL SERVICES

JOINT INSPECTION OF OLDER PEOPLE'S SERVICES IN WIRRAL

Executive Summary

An inspection team from CSCI and the Healthcare Commission carried out an inspection of Older People's services in Wirral in February 2007. The aim was to find out how well the council and primary care trust were meeting the needs of older people. The final report of that inspection contains a number of recommendations for improvement and is to be presented to cabinet on 10th July together with an action plan produced in response. The report will be made public after its presentation to cabinet and is under embargo until then.

1 Background

- 1.1 The Commission for Social Care Inspection (CSCI) and the Healthcare Commission are independent organisations that assess the performance of social and health care services and promote improvement. Between January and March 2007 the two organisations carried out five joint inspections of services for older people, or people with physical or sensory impairment.
- 1.2 The inspection of Older People's services in Wirral was part of that programme.
- 1.3 DASS and Wirral PCT made it clear to the Inspectors that they welcomed the inspection as an opportunity to learn and benefit from external scrutiny in their joint work to secure improvements in the services they provide to Wirral's Older People.

2 The Inspection

- 2.1 The inspection was carried out by three inspectors from CSCI, one from the Healthcare Commission, and an older person with experience of using services.
- 2.2 The scope of the inspection included:
 - social care services for older people which were commissioned or provided by the council
 - an assessment of the council and PCT's joint working and jointly provided services
 - intermediate care services for older people which were commissioned or provided by the PCT

2.3 During the course of the inspection, the inspectors:

- interviewed older people and carers, elected members, health and social care staff, council staff from other departments and staff from housing and other related agencies.
- made planned visits to a number of care settings
- examined case files
- made unannounced visits to settings such as one stop shops;

2.4 The initial inspection findings were presented verbally to PCT and DASS officers and comments were accepted and incorporated into a draft report. Comments were made on this in turn by PCT and DASS officers and, where agreed by the Inspectors, incorporated into the final report.

3 The Inspection report

3.1 The inspection report notes a number of improvements that have been made in services for Older People and identifies areas where improvements are still needed. It recognises that Council and PCT managers and staff have shown that they have the capacity to improve further, and it identifies current areas of development that will make a difference to the lives of Older People. Specific recommendations are made for carrying out these improvements.

3.2 DASS and Wirral PCT have developed a joint action plan in response to the report and its recommendations.

4 Financial and Staffing Implications

There are no direct implications arising from this report.

5 Equal Opportunities Implications

Older People are among the most deprived groups in society and the Joint Inspection provides clear guidance for securing improvements in their services.

6 Human Rights Implications

There are no direct implications arising from this report.

7 Local Agenda 21 Implications

Improving services for Older People relates to Strategic Issue 5, a caring environment for everyone.

8 Community Safety Implications

There are no direct community safety implications.

9 Planning Implications

There are no direct implications arising from this report.

10 Local Member Support Implications

Older People living in every ward stand to benefit from this from the recommendations in the Inspection Report.

11 Background Papers

Report of the Joint Inspection of Services for Older People in Wirral.
Action Plan to Implement Inspection Recommendations

12 Recommendations

That

(1) the report of the Joint Inspection of Services for Older People in Wirral and the opportunities it presents to continue improving services for Older People in Wirral be accepted; and

(2) the Action Plan to implement the Inspection Recommendations be agreed.

KEVIN MILLER
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