

WIRRAL COUNCIL

CABINET: 14 OCTOBER 2010

REPORT OF THE DIRECTOR OF ADULT SOCIAL SERVICES

**CARE QUALITY COMMISSION INSPECTION REPORT - FIRST  
IMPROVEMENT PLAN UPDATE AND DEVELOPMENT OF SECOND  
IMPROVEMENT PLAN**

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***Executive Summary***

*This report provides detail of progress towards addressing the service issues raised by the Care Quality Commission's Inspection of Adult Social Services in May 2010 and providing a second improvement plan to Care Quality Commission by 19 October 2010.*

**1 Background**

- 1.1 Members will recall the presentation of the Care Quality Commission's Report on their inspection into the Adult Social Services Safeguarding and Adult Learning Disability Services on 2 September 2010.
- 1.2 Also presented at that meeting was the Council's initial response - the First Improvement Plan, which was well received by members and Inspectors.
- 1.3 Work towards achieving the First Improvement Plan has been undertaken alongside a consultation with partner agencies, customers and carer representatives which will result in a Second Improvement Plan, to be submitted by 19 October 2010.

**2 Milestones in the First Improvement Plan**

- 2.1 There was 1 Milestone for July (milestone 12). This required 'Make it Happen' reports to begin to be presented into the Learning Disability Partnership Board with the intention for the actions from the Learning Disability Commissioning framework being implemented by that Board. This has been completed.
- 2.2 There are no outstanding milestones for July.
- 2.3 In August there were 5 milestones.
  - (Milestones 62 & 112) Provider workshops to consult upon and shape new contracting arrangements for personal support provided by the independent sector which highlighted both safeguarding (62) and support planning (112) expectations were undertaken. The new contracting arrangements will be presented at December Cabinet.

- (Milestone 147) An analysis was undertaken to review and test the data collection procedures of the scope and levels of activity between Departmental teams and partner agencies to ensure the accurate and consistent reporting of information - complete.
- (Milestones 133 & 148) Weekly performance statistics for Local Indicators 8866 (percentage of safeguarding alerts dealt with in 24 hours) and 8867 (percentage of safeguarding incidents closed within 28 days) with exception reports were developed and began to be distributed to Locality Managers. This is now regular and will form the basis of the suite of information being offered to the Safeguarding Adult and Learning Disability Partnership Boards.

2.4 There are no outstanding milestones for August

2.5 September Milestones are still in the process of being completed and evidence being gathered. However, 13 of the 15 milestones for September have already been addressed. A complete report on September activity will be submitted to the next Cabinet.

### **3 Governance**

3.1 A Monitoring Group has been established and will meet on 12 October 2010. The Group comprises of customer and carer representatives, Chief Officers, partner agency representatives and the regional chair of the Government's 'Valuing People Now' strategy. It is anticipated that the Independent Chair of the Safeguarding Adults Partnership Board will also join the group.

3.2 Care Quality Commission support - the Care Quality Commission Performance Assessment Manager is consulted about the type and level of information they require during the progression of the Improvement Plans.

### **4 First Improvement Plan Consultation**

4.1 Following the Care Quality Commission embargo until 2 September 2010, the First Improvement Plan has been shared with Corporate and Community partners, customers and carer representatives for comments on its appropriateness and effectiveness. It has also been presented to the Health and Wellbeing Overview and Scrutiny Committee.

4.2 It has been presented to the Safeguarding Adult Partnership Board with particular reference to that Boards' pivotal role in driving the Safeguarding agenda in Wirral.

4.3 Similarly, it has been presented to the Learning Disability Partnership Board with the emphasis on the expectations Care Quality Commission have for that Board to drive and direct appropriate services for people with learning disabilities in Wirral.

4.4 The First Improvement Plan has been shared with those partner agencies which provide domiciliary care, residential care and supported living services. It has also been shared with representatives of Wirral's Black and Minority Ethnic Groups.

4.5 All responses are being used to formulate the first draft of the Second Improvement Plan which is due for submission to the Care Quality Commission on 19 October 2010. Feedback continues to be received; however, an update 'draft' Second Improvement Plan is attached as appendix 1.

## **5 Risk Assessment**

5.1 Following consultation with the Council's Risk and Insurance Officer, a Risk Assessment specific to the needs of the Improvement Plan has been developed and circulated to Officers responsible for its delivery. This is in the process of evaluation and will be submitted to the next Cabinet.

## **6 Financial Implications**

6.1 There are no financial implications directly arising out of this report.

## **7 Staffing Implications**

7.1 A range of issues have been addressed within the Improvement Plan to ensure that Wirral provides competent staff, who have appropriate support and training.

## **8 Equal Opportunities Implications/Health Impact Assessment**

8.1 An equality impact assessment was undertaken on the safeguarding improvement plan which was implemented and delivered between June 2009 and June 2010.

## **9 Community Safety Implications**

9.1 None arising from this report.

## **10 Local Agenda 21 Implications**

10.1 None arising from this report.

## **11 Planning Implications**

11.1 None arising from this report.

## **12 Anti Poverty Implications**

12.1 None arising from this report.

### **13 Social Inclusion Implications**

13.1 None arising from this report.

### **14 Local Member Support Implications**

14.1 None arising from this report.

### **15 Background Papers**

15.1 Care Quality Commission Service Inspection Report of Wirral Council (2 September 2010).

15.2 Adult Social Services First Improvement Plan.

### **16 Recommendations**

That Cabinet;

- (1) notes this report on progress in the First Improvement Plan for Safeguarding and Services to Adults with a Learning Disability
- (2) the Second Improvement Plan be approved by Cabinet for submission to Care Quality Commission by 19 October, with any final amendments being agreed by the Interim Chief Executive.

**JOHN WEBB**  
**Director of Adult Social Services**