

**JOINT INSPECTION OF OLDER PEOPLES SERVICES 2015**

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**1.0 EXECUTIVE SUMMARY**

- 1.1 The purpose of this report is to confirm and set out the grades and improvement actions from the Inspection of Older People's Services by the Care Inspectorate and Healthcare Improvement Scotland between April and June 2015. The inspection focused on the services provided by Partnership agencies involved in older person's services including the Council, NHS and 3<sup>rd</sup> sector providers.
- 1.2 The grades awarded by the Care Inspectorate are set out in 4.3.
- 1.3 The improvement actions contained within the inspection report are set out in Appendix one.
- 1.4 The next steps to be undertaken by the Partnership to address the improvement actions are set out within this report in section 5.2.
- 1.5 The Report recommends that Community Services Committee:
  - a) note the grades achieved by the partnership as a result of the inspection of Older People's Services in Argyll and Bute.
  - b) endorse the Improvement Actions set out by the Care inspectorate at Appendix one.
  - c) note the next steps to be undertaken by the Partnership to address the improvement actions contained within the inspection report.

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**2.0 INTRODUCTION**

- 2.1 The purpose of this report is to confirm and set out the grades and improvement actions from the inspection of Older People's Services by the Care Inspectorate and Healthcare Improvement Scotland between April and June 2015. The inspection focused on the services provided by Partnership agencies involved in older person's services including the Council, NHS and 3rd sector providers.
- 2.2 The grades awarded by the Care Inspectorate are set out in 4.3.
- 2.3 The "Improvement Actions" contained within the inspection report are set out in Appendix one.
- 2.4 The next steps to be undertaken by the Partnership to address the improvement actions are set out within the report in 5.2.

**3.0 RECOMMENDATIONS**

- 3.1 It is recommended that Community Services Committee:
- (a) note the grades achieved by the Partnership as a result of the inspection of Older People's Services in Argyll and Bute.
  - (b) endorse the Improvement Actions set out by the Care Inspectorate at Appendix one.
  - (c) note the next steps to be undertaken by the Partnership to address the improvement actions contained within the inspection report.

**4.0 DETAIL**

- 4.1 The Care Inspectorate and Healthcare Improvement Scotland carried out a joint inspection of Health and Social Work services for older people in Argyll and Bute between April and June 2015. The purpose of the joint inspection was to find out:

- How well Health and Social Work services delivered good personal outcomes for older people and their carers
- How well Health and Social Work services worked together to deliver services to older people, which would enable them to be independent, safe, as healthy as possible and have a good sense of wellbeing.
- How well Health and Social Work services were prepared for the coming legislative changes designed to integrate Health and Social Work services.

4.2 The joint inspection involved meeting over 100 older people and their carers, and around 400 staff from Health and Social Work services. Inspection staff read 111 older people's Health and Social Work records. They also studied a lot of written information about the health and social work services for older people and their carers in Argyll and Bute.

4.3

Quality indicator	Heading	Evaluation
1	Key performance outcomes	Good
2	Getting help at the right time	Adequate
3	Impact on staff	Adequate
4	Impact on the community	Good
5	Delivery of key processes	Adequate
6	Policy development and plans to support improvement in service	Adequate
7	Management and support of staff	Adequate
8	Partnership working	Adequate
9	Leadership and direction	Adequate

4.4 **Gradings Matrix**

<b>Excellent</b>	Outstanding, sector leading
<b>Very Good</b>	Major strengths
<b>Good</b>	Important strengths with some areas for improvement
<b>Adequate</b>	Strengths just outweigh weaknesses
<b>Weak</b>	Important weaknesses

**Unsatisfactory**      Major weaknesses

## **5.0 IMPROVEMENT ACTIONS**

5.1 The improvement actions are set out in Appendix one.

These actions describe the areas for improvement and set the scene for future improvement activity the partnership will be taking forward within the new improvement plan 2016/18 for Adult Services.

5.2 The Partnership are expected to produce an improvement plan by the end of March 2016 which incorporate the improvement actions identified by the inspection team.

## **6.0 CONCLUSION**

6.1 The Partnership now has a number of improvement actions that will be set out within Adult Services Improvement plan 2016/18. This plan will be examined by the Care Inspectorate and endorsed by the end of March 2016 as the agreed improvement plan for adult services.

6.2 The Partnership welcome the findings of the inspection process and will use this to help guide our improvement journey as we move towards improved joint working within our new Health and Social Care Partnership (HSCP) management structure. It is the stated intention of the new HSCP to improve outcomes for all adults in Argyll and Bute by working together more effectively across our localities to deliver safe, sustainable and person centred care.

## **7.0 IMPLICATIONS**

7.1	Policy	The recommendations from the Inspection agencies will be addressed within the new improvement plan 2016/18.
7.2	Financial	None
7.3	Legal	None
7.4	HR	None
7.5	Equalities	None
7.6	Risk	The new improvement plan will address the improvement actions identified by the Inspection agencies.
7.7	Customer Service	Improving outcomes for older people sits at the heart of inspection activity.

**Cleland Sneddon**  
**Executive Director of Community Services**

**Policy Lead Cllr Maurice Corry**  
March 2016

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## **APPENDICES**

Appendix 1 Improvement Actions

Appendix 1

<b>No.</b>	<b>Recommendations for improvement</b>
1	The Partnership should put further measures in place that help deliver on the Scottish Government delayed discharge targets to make sure older people return to their own home or a homely setting in which their needs are better met.
2	The Partnership should develop and improve its approach to reablement across Argyll and Bute which could demonstrate positive outcomes for service users and their carers. This should be supported with an outcomes framework capable of producing effective, performance improvement data.
3	The Partnership should work further with the carer's centres to improve how information about carers' needs are shared between carer's centres and social work staff so that carers have better access to services for themselves and those for whom they care.
4	The Partnership should work towards improving the geographical equity of services ensuring that pathways for accessing services are more joined up and effective.
5	The Partnership should ensure that all relevant case records contain accurate chronologies and, where appropriate, have written risk assessment and risk management plans in place so that people's care needs are better assessed and planned for.
6	The Partnership should ensure that plans to support vulnerable older people are updated and training is provided for staff in hospitals and that alternative places of safety are found to ensure that older people can receive the right support at times when they most need it.
7	The Partnership should enable a wider range of client groups to access independent advocacy services. This should ensure the most vulnerable people are supported through complex and challenging life events to express their own views as far as possible.
8	<p>The Partnership should make sure that the future joint strategic commissioning plan gives detail on:</p> <ul style="list-style-type: none"> <li>• How priorities are to be taken forward and resourced</li> <li>• How joint organisational development planning to support this is to be taken forward</li> <li>• How consultation, engagement and involvement are to be maintained</li> <li>• Full and detailed costed action plans including plans for investment and disinvestment based on identified future needs, and</li> <li>• Expected outcomes.</li> </ul>
9	The Partnership should complete and deliver a joint workforce strategy to support health and social care integration. This should include a clear

<b>No.</b>	<b>Recommendations for improvement</b>
	workforce plan to support sustainable recruitment and retention so that there is sufficient capacity and suitable skills mix to deliver high quality services for older people and their carers.
<b>10</b>	The Partnership should update, in cooperation with NHS Greater Glasgow and Clyde, the service specification of their service level agreement to clarify issues such as financial governance and quality assurance measures.
<b>11</b>	<p>The Partnership should update its consultation, engagement and involvement policies and procedures with stakeholders and ensure that these are fully implemented. This should include better engagement on:</p> <ul style="list-style-type: none"> <li>• Its vision and objectives</li> <li>• Integration pathways</li> <li>• Service redesign</li> <li>• Supporting improvement and change management</li> <li>• Realising the full potential of the third and independent sectors, and</li> <li>• Providing feedback on how the results of consultations have been considered, and the subsequent actions resulting from the views of stakeholders.</li> </ul>