
SELF-EVALUATION/IMPROVEMENT ADULT CARE

1. SUMMARY

- 1.1 The Health and Social Care Strategic Partnership are taking steps to formalise self-evaluation activity across Adult services for the next three year cycle. A small strategic group has been formed to oversee and progress the structure and future activity of self-evaluation/improvement activity by focusing on a multi-agency approach to this task. This group includes officers from the Council, CHP and Police Scotland.
- 1.2 The scope of this planning in relation to services will include all parts of Adult Services across the partnership. Structured self-evaluation/Improvement activities with staff and other stakeholders will be organised to ensure a robust process is in place to meet the need to evidence the improvement activity undertaken to secure improved outcomes for adults within a multi-agency improvement plan. This will also ensure the partnership is better prepared for the future joint inspection of Adult services by the Care Inspectorate which could be as early as 2015.
- 1.3 In terms of governance the group will report progress initially to the Joint Managers meeting which is populated by managers from social work services and CHP locality managers. Reports of progress will then be communicated to the strategic partnership or equivalent body. It is anticipated transitional arrangements for integration will be in place in terms of a new shadow Integration Board by the spring of 2014. A strong link also needs to be made with the Community Planning Partnership to ensure all partners are linked into this activity at all levels.

2. RECOMMENDATIONS

- 2.1 Committee note the move to set up a multi-agency self-evaluation group across Adult Services to deliver a robust framework of self-evaluation activity for the next three year improvement cycle.
- 2.2 Committee note the members identified to represent their agencies are detailed in the draft terms of reference document.
- 2.3 Committee note the need to gather robust information which evidences improvement across the range of services for Adults across Argyll and Bute.

- 2.4 Committee note the self-evaluation group will report regular updates to the Health and Social Care Strategic Partnership meeting (or equivalent body) as we move towards Integration.
- 2.5 Committee note the group will scope current improvement activity and strategic planning with staff in localities to develop an improvement plan by the summer of 2014. This plan will form the basis of self-evaluation activity until the end of 2016.
- 2.6 Committee note the totality of this activity will assist in the preparation for the joint inspection of Adult Services by the Care Inspectorate which could be as early as 2015.

3. DETAIL

3.1 Self- Evaluation/Improvement

- 3.1.1 The strategic partnership are now actively moving towards agreeing a framework to ensure self-evaluation/improvement activity is formalised and structured in a way that maximises the efforts made by staff to improve the quality and consistency of service deliver across Adult Services during the next three years. This co-ordination of our activities will result in our managers and staff securing a better understanding of our key strengths and areas for improvement as we move forward. Sitting alongside this activity will be the need to ensure the partnership gathers information in a systematic way that will ensure a high level of preparation for the forthcoming inspections of service in Health and Social Care by the Care Inspectorate which starts nationally in 2014. It is possible that the partnership could be subject to an inspection as early 2015. It is therefore essential that preparation for a significant inspection is started as early as possible. This approach to early preparation is one of the key finding from the joint inspection of Children's Services in Argyll and Bute during 2013.

3.2 Strategic Drivers

- 3.2.1 The RCOP (reshaping care older people) work in Argyll and Bute along with service redesigns within the Learning Disability service and modernisation of Mental Health services have been underway for a significant period of time and the level of change and improvement is unprecedented. In Adult services the main policy drivers continue to focus on shifting the balance of care/ avoiding delayed discharge and enablement to ensure Adults stay in their own homes for as long as possible.
- 3.2.2 Offering increased levels of choice, control and flexibility re support options is enshrined in new legislation in relation to SDS (Self-Directed Support) and will have an increasing impact on the commissioning of services over the next 5/10 years.

3.2.3 The overarching move to the integration of Health and Social Care will fundamentally change the way services are organised and delivered across all partnerships in Scotland. Against this backdrop of complex change the need to have a robust framework for self-evaluation is an absolute necessity.

3.3 Inspection Regime

3.3.1 The new regime in terms of future inspection of services for Adults is now more fully developed and 6 initial inspections will be undertaken by the Care Inspectorate in 2014. It is reasonable to conclude that Argyll and Bute should expect an inspection as early as 2015. It is therefore important that the approach to self-evaluation and a programme of activity is clearly defined. The preparation of an improvement plan with clear outcomes and timescales will ensure a high level of readiness for inspection in 2015. The Performance Improvement Model (PIM) is available for partnerships and sets out the model that the Care Inspectorate will use as their framework for inspection. (Appendix 1)

3.4 Key Tasks

3.4.1 The initial key tasks for the self-evaluation group include the following;

- Scoping current practice development and innovative ways of improving outcomes for Adults in Argyll and Bute
- Agree approach to multi-agency audit activity across services- (single and multi-agency)
- Agree Customer engagement , consultation and satisfaction feedback across services including public information
- Standardising and co-ordination of Staff/ Team/Service self-evaluation activity across localities
- Measuring improvement over the next 3 years(pyramid/other)
- Involve children and families re justice/mental health/transitions
- Link these activities to future requirement relating to the new joint Inspection framework for Health and Social care.
- Maintain a repository of electronic information that can be linked to the inspection framework for Health and Social Care.
- Produce a robust improvement plan with clear timescales linked to improving outcomes for Adults across Argyll and Bute.

4. CONCLUSION

4.1 The Strategic Partnership are taking steps to ensure a robust self-evaluation/improvement framework is in place for the next three years to maximise the opportunities to improve our understanding of our key strengths and areas for improvement in relation to the services we deliver across Argyll and Bute in Adult services. This planned level of activity and preparation will allow the service to gather a range of intelligence to

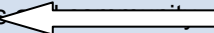
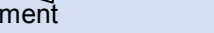
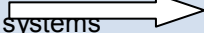
evidence improvement and ensure self-evaluation is built in to day to day to practice and grounded in operational practice.

- 4.2 Gathering a range of key performance information which highlights trends will also be useful for the future requirements relating to inspection of our services by the Care Inspectorate. The primary focus of this activity is to secure improvement in service delivery and the secondary benefit will be an improved state of readiness for future joint inspection by the Care Inspectorate.

5. IMPLICATIONS

<i>Policy:</i>	In line with the partnerships commitment to improve service delivery through on-going self-evaluation activity.
<i>Financial:</i>	None
<i>Legal:</i>	None
<i>Personnel:</i>	None
<i>Equal Opportunities:</i>	None
<i>Risk:</i>	Lack of preparation for future inspection of services would increase likelihood of poorer outcomes
<i>Customer Service:</i>	Improving outcomes for customers is the main driver for this agenda.

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What key outcomes have we achieved?	How well do we jointly meet the needs of our stakeholders through person centred approaches?	How good is our joint delivery of services?	How good is our management of whole systems in partnership?	How good is our leadership?
1. Key performance outcomes	2. Getting help at the right time	5. Delivery of key processes	6. Policy development and plans to support improvement in service	9. Leadership and direction that promotes partnership
<p>1.1 Improvements in partnership performance in both healthcare and social care</p> <p>1.2 Improvements in the health and well-being and outcomes for people, carers and families</p>	<p>2.1 Experience of individuals and carers of improved health, wellbeing, care and support</p> <p>2.2 Prevention, early identification and intervention at the right time</p> <p>2.3 Access to information about support options including self directed support</p> <p>3. Impact on staff</p> <p>3.1 Staff motivation and support</p> <p>4. Impact on the community</p> <p>4.1 Public confidence in community services </p> <p>engagement </p>	<p>5.1 Access to support</p> <p>5.2 Assessing need, planning for individuals and delivering care and support</p> <p>5.3 Shared approach to protecting individuals who are at risk of harm, assessing risk and managing and mitigating risks</p> <p>5.4 Involvement of individuals and carers in directing their own support</p>	<p>6.1 Operational and strategic planning arrangements</p> <p>6.2 Partnership development of a range of early intervention and support services</p> <p>6.3 Self-evaluation and improvement</p> <p>6.4 Performance management and quality assurance</p> <p>6.5 Involving individuals who use services, carers and other stakeholders</p> <p>6.6 Commissioning arrangements</p> <p>7. Management and support of staff</p> <p>7.1 Recruitment and retention</p> <p>7.2 Deployment, joint working and team work</p> <p>7.3 Training, development and support</p> <p>8. Partnership working</p> <p>8.1 Management of resources</p> <p>8.2 Information systems </p> <p>8.3 Partnership arrangements</p>	<p>9.1 Vision ,values and culture across the partnership</p> <p>9.2 Leadership of strategy and direction</p> <p>9.3 Leadership of people across the partnership</p> <p>9.4 Leadership of change and improvement</p> <p>10. Capacity for improvement</p> <p>10.1 Judgement based on an evaluation of performance against the quality indicators</p>
<i>What is our capacity for improvement?</i>				