

## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by the Director of Community Health & Care Partnership**

**Community Health and Care Partnership: 2 February 2011**

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**Subject: Social Work Inspection Agency Follow Up Inspection**

#### **1. Purpose**

- 1.1** This report is to inform Members of the outcome of our recent follow-up inspection by the Social Work Inspection Agency (SWIA) and to seek approval for the action plan drawn up to address the remaining issues.

#### **2. Background**

- 2.1** This follow-up inspection was carried out in October 2010 and focussed on the 13 recommendations made in the performance inspection in 2009 and the progress made with each one. It was carried out by four inspectors over two days.
- 2.2** Since publication of the original report in April 2009, SWIA have carried out two monitoring visits, and a final progress report and supporting evidence was prepared in advance of the visit.
- 2.3** The inspection consisted of nine focus groups or meetings with a variety of staff and some service users, as well as extensive examination of relevant documents.

#### **3. Main Issues**

- 3.1** The report found that there had been good progress on most of the recommendations with five being fully met and substantial progress made on a further four. There were none where there had been no progress.
- 3.2** All three recommendations pertaining to Criminal Justice have been fully met. A further two recommendations, one being to review our mechanisms for approving more expensive packages of care to ensure an effective and consistent approach to care management, and the second being to operate a systematic process to manage policy development and review were also fully met.
- 3.3** Substantial progress has been made on four of the earlier recommendations including: to ensure that regular reviews of care arrangements for adults take

place and involve a care manager where appropriate; and to ensure staff have a proper understanding of risk and are aware of the risk assessment tools they should use and have up to date training in using them. Substantial improvement was also noted in relation to reporting and managing complaints in order to interpret trends and improve practice, particularly in acknowledging the importance of complaints; and in putting in place governance and reporting arrangements for the new CHCP, particularly in relation to covering all joint services under single management.

**3.4** Further work is required to strengthen an outcomes based approach and to identify how these outcomes can be measured. However, the report noted that there had been a significant culture change, with staff and managers clear about the importance and relevance of outcomes in all areas of their work. Also requiring further work is completion of a self directed care strategy, and a more strategic view of what the service is endeavouring to achieve through a person centred approach. Once again, however, a positive culture change was noted as a good basis on which to build.

**3.5** In summary, good progress had been made on developing:

- an outcomes approach to both working with people and service planning;
- strengthening the focus of work within Criminal Justice Services; and
- developing a clear joint service with NHSGGC.

**3.6** More work is needed to:

- develop a strategic approach to delivering self directed care; and
- complete the work on developing commissioning strategies across all care groups.

#### **4. People Implications**

There are no specific personnel issues associated with this report.

#### **5. Financial Implications**

**5.1** There are no specific financial implications associated with this report.

#### **6. Risk Analysis**

**6.1** No risk assessment was necessary to accompany this report.

#### **7. Equalities Impact**

**7.1** No significant issues were identified in a screening for potential equality impact of this report.

#### **8. Conclusion and Recommendations**

- 8.1** The report gives much positive encouragement and we shall continue to work on the remaining issues as outlined in the Action Plan, Appendix 1.
- 8.2** Our Link Inspector from SWIA will be maintaining regular contact and will continue to support us with the building of self evaluation capacity and such direct support as we may negotiate.
- 8.3** Members are asked to:
- (i) Note the progress made against the original 13 recommendations;
  - (ii) Approve the Action Plan.

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**Wards Affected:** All