

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of the Community Health and Care Partnership

Community Health and Care Partnership Committee: 28th March 2011

Subject: Scheduled Care Inspection of WD CHCP

1. Purpose

- 1.1 The purpose of this report is to bring to the Committee's attention the forthcoming assessment of the CHCP by the Care Inspectorate, and to provide assurance of the activity underway to constructively engage in this important process.

2. Background

- 2.1 The Care Inspectorate is the independent scrutiny and improvement body for care and children's services in Scotland.

- 2.2 The principles underpinning the Care Inspectorate's approach are that it is risk-based; proportionate; open and transparent; accurate and relevant; timely; and focussed on continuous improvement and development. The Care Inspectorate's current performance improvement process comprises:

- Initial scrutiny level assessment (ISLA).
- Targeted and proportionate scrutiny activities.
- On-going support and capacity building in self-evaluation and improvement.

- 2.4 The Initial Scrutiny Level Assessment (ISLA) is the sub-process by which the Care Inspectorate determines the extent of (predominantly social work) scrutiny required within a given organisation. It is mainly a desk-top exercise assessment, based on information and evidence provided by the scrutinised organisation in relation to a number of risk-based questions, i.e.:

- Is there evidence of effective governance including financial management?
- Is there effective management and support of staff?
- Is there evidence of positive outcomes for people who use services and carers across the care groups?
- Is there evidence of good quality assessment and care management?
- Is there evidence of effective risk assessment and risk management for individual service users both in terms of risk to self and public protection?
- Does the service undertake effective self-evaluation resulting in improvement planning and delivery?
- Is there effective partnership working?
- Do policies, procedures and practices comply with equality and human rights legislation and are there services which seek to remove obstacles in society that exclude people?
- Are there any areas which require urgent attention and improvement?.

2.5 Following receipt and consideration of the information and evidence outlined above, the Care Inspectorate will seek to focus their attention on those aspects that they have further questions on in relation to potential risk and improvement need. They will do this through:

- Case file reading and analysis.
- Focus groups with service users and carers.
- Reading and observing good practice.

2.6 The Care Inspectorate has confirmed that it will be undertaking a routine inspection of WD CHCP over the course of 2012/13.

3. Main Issues

3.1 The Care Inspectorate have now confirmed that the deadline for WD CHCP's submission of its ISLA evidence and information is the 14th May 2012, with the ISLA process scheduled for completion in July 2012. The full inspection process will be completed by December 2012.

3.2 The Care Inspectorate is currently undertaking a review with a view to introducing revised evaluation processes and procedures (not least in anticipation of the new health and social care partnerships). Although this will be one of the last four ISLAs undertaken as part of the current inspection regime, the Care Inspectorate have confirmed they will review our evidence and information from the perspective of our being an integrated CHCP albeit with a particular focus on defined social work responsibilities in relation to specific areas (e.g. Case File Audit).

3.3 Regular communication and meetings have been and are taking place between the CHCP and the identified Link Inspector.

3.4 An internal ISLA Project Board has been established to ensure that the evidence and work done for the ISLA reflects and promotes the good practice in West Dunbartonshire. This Project Board is responsible to the CHCP Senior Management Team, and has been meeting every two weeks under the chair of the CHCP Head of Strategy, Planning & Health Improvement. This group includes those staff who have been tasked with the responsibilities of Inspection Coordinator and lead officer for internal case file auditing (the latter being a core component of the overall inspection).

3.5 Regular reports are being provided to the Senior Management Team and Chief Social Work Officers Group, with managers cascading information to their staff through strategic and operational structures. The Project Board is working closely with operational services to ensure the collation of pertinent good quality evidence and assessment of the level of scrutiny through the nine risk-based questions.

- 3.6 A key theme of the ISLA process is an emphasis on effective self-evaluation by the scrutinised organisation. The CHCP has taken steps to be able to systematically evidence such an approach to internal quality improvement, most notably through its use of the Public Service Improvement Framework (PSIF). It is important to note that the ISLA will also seek – and is an opportunity for the CHCP - to highlight areas of innovative practice.

4. People Implications

- 4.1 There are no specific personnel issues associated with this report.
- 4.2 However, it should be noted that one of the nine-risk based questions specifically concerns the management and support of staff.

5. Financial Implications

- 5.1 There are no specific financial issues associated with this report.
- 5.2 However, it should be noted that one of the nine-risk based questions specifically concerns financial management.

6. Risk Analysis

- 6.1 The Care Inspectorate's scrutiny process is an important and highly visible element of ensuring – and providing reassurance - that the CHCP is able to provide services in an effective, relevant and sustainable manner.

7. Equalities, Health & Human Rights Impact Assessment (EIA)

- 7.1 No significant issues were identified in a screening for potential equality impact of this report.
- 7.2 However, it should be noted that one of the nine-risk based questions specifically concerns compliance with equality and human rights legislation.

8. Strategic Assessment

- 8.1 This process is a key external scrutiny exercise for the CHCP and West Dunbartonshire Council.
- 8.2 When the ISLA has been completed, the lead inspector will feed its findings into the Shared Risk Assessment for the Council as a whole and shape the development of its resultant Assurance and Improvement Plan.

9. Conclusions and Recommendations

- 9.1 The CHCP is fully committed to and invested in engaging constructively in this important routine scrutiny process by the Care Inspectorate. While the Care Inspectorate aim to discharge their responsibilities in a manner that is proportionate, it is important to acknowledge the considerable amount of staff time and intensity of effort that it demands. The Committee should be

reassured that the CHCP is fully engaged in this process and participating in a positive manner.

- 9.2 The CHCP Committee is asked to note the contents of this report; and to instruct that the final scrutiny report be presented to CHCP Committee once published by the Care Inspectorate.

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Date: 5 March 2012

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Appendix: None

Background Papers: Performance improvement handbook 2011-12 - How we inspect local authority delivery of social work services:
http://www.scswis.com/index.php?option=com_docman&task=cat_view&gid=285&Itemid=378

Wards Affected: All