

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health & Care Partnership Committee: 22 June 2011

Subject: Social Care and Social Work Improvement Scotland (SCSWIS) and Health Improvement Scotland (HIS)

1. Purpose

1.1 The purpose of this report is to advise committee on the remits assumed on 1st April 2011 by two new scrutiny organisations Social Care and Social Work Improvement Scotland (SCSWIS) and Healthcare Improvement Scotland (HIS) and to outline the SCSWIS Inspection Plan for 2011 – 12.

2. Background

2.1 Following the Crerar Review in 2007, the Scottish Government outlined a number of proposals to streamline scrutiny activity across the public sector, with specific plans in relation to health and social care.

2.2 On 1st April 2011 two new scrutiny and improvement organisations were established Social Care and Social Work Improvement Scotland (SCSWIS) will inspect, regulate and support the improvement of social care and social work services across Scotland. The Care Commission and the Social Work Inspection Agency (SWIA) will no longer exist and responsibility for elements of the work they did will pass to SCSWIS. The child protection work previously done by Her Majesty's Inspectorate of Education (HMIE) will also pass to SCSWIS. Health Improvement Scotland (HIS) has taken over the role of NHS Quality Improvement Scotland (QIS) as well as having the responsibility for the regulation of independent healthcare services which was previously the responsibility of the Care Commission.

2.3 SCSWIS and HIS are charged with improving the quality of social care, social work and healthcare services and providing more streamlined and better scrutiny. They are expected to provide public assurance on service quality, hold councils, the NHS and service providers to account and target support for service improvement. Over time, it is expected that people who use services, their carers and the wider public will see and experience further improvements in the quality of services.

3. Main Issues

3.1 Summary of Recent External Inspection Activity

Historically social care and social work services have been the subject of a significant amount of external scrutiny from SWIA, the Care Commission and HMIE: this has included

- A performance inspection of all of the Council's social work services in 2009 with a follow up report in 2010
- Joint multi agency inspections of our services to protect children and young people
- Inspections of our 31 regulated residential, day-care and domiciliary services
- Thematic inspections and self evaluations (e.g. of our criminal justice services of arrangements for high risk offenders)

3.2 SCSWIS Inspection Plan 2011-12

Future inspection of social care and social work services is set within the context of the Shared Risk Assessment Assurance and Improvement Plan (AIP) for West Dunbartonshire. This has been developed by the Local Area Network (LAN) which is made up of representatives of Audit Scotland, HMIE, the Scottish Housing Regulator, SCSWIS and HIS. The LAN gathers knowledge, information and data to inform a local shared risk assessment and related proposals for a proportionate scrutiny response. The AIP has set out the planned scrutiny activity for West Dunbartonshire Council for the period April 2010 to March 2013

3.2.1 Regulated care services

Grading, inspection and reporting in respect of individual registered care services will continue to inform future inspection targeting and to provide assurance and information to the public. As the frequency of inspection for better services is reduced, the importance of risk assessment and other sources of information, for example, notifications and the outcomes from complaints acting as inspection and re-grading triggers, increases significantly. Consequently inspections will move towards a short notice and unannounced approach and regulated care services will be asked to submit self evaluations each year, rather than simply in the year they are to be inspected. This will be needed to ensure that SCSWIS has information to inform risk assessment and to target judgements about these services for each year.

Because there is no longer a statutory minimum frequency of inspection of regulated care services that needs to be taken into account, the plan has been formed on the basis of a detailed analysis of the quality of and risks posed by groups of services. This analysis was informed by information on risk and quality previously held by the Care Commission.

Generally, services that have a medium or high risk assessment and or inspection grades at 1 or 2, which are the lowest grades, will be inspected during the inspection year. These are the known poor performing and higher risk services. These represent a small percentage of all care services and inspections of these services began from 1 April 2011.

Services with low risk (RSA) scores and better grades will be inspected less often. Because a proportion of better services will always be inspected each year, and as most inspections will be undertaken on an unannounced or short notice basis, a substantial element of random inspection is built into the plan. Some of these services will be inspected from April 2011, but they will have less initial priority for inspection than the higher risk services.

The current estimate for care service inspections for the first year of SCSWIS is around 9,000 (of the just under 15,000 regulated care services in Scotland).

3.2.2 Joint Inspection of services to protect children

The responsibility for the joint inspection of services to protect children transferred to SCSWIS from Her Majesty's Inspectorate of Education (HMIE) on 1 April 2011, at which point the final year of the three year child protection inspection programme remained to be completed. As part of the National Performance Framework, a National Indicator and Target has been set 'to increase the overall proportion of area child protection committees receiving positive inspection reports'. To ensure the reliability and validity of this national measure, the model and practice of this joint inspection programme will be retained and integrated with local authority adoption and fostering service inspection where relevant. There will be 11 joint inspections during this inspection year and the inspection of West Dunbartonshire services is included.

3.2.3 Social Work Inspections

The range of social work inspections includes link inspector contact, supported self-evaluation, initial scrutiny level assessments (ISLAs), post ISLA scrutiny and other follow-up work.

3.2.4 Link Inspector Contact

All 32 councils have a minimum of contact with their link inspector three times each year. The link inspector will:

- Monitor performance and improvement
- Provide professional advice and support
- Assume responsibility for follow up on recommendations made in other inspections, such as prison based social work (14 councils), and learning disability (four councils and partners)

3.2.5 Supported self-evaluation

This remains a key activity in building capacity for improvement in each local authority. The link inspector, or a nominated inspector, will undertake an agreed number of days to support a council's current and planned self evaluation activity.

3.2.6 Initial Scrutiny Level Assessments (ISLA)

The ISLA is a risk assessment developed by the Social Work Inspection Agency through which the amount of external scrutiny needed for each local authority's social work services is assessed. By April 2011, 21 of the 32 local authorities had an ISLA, leaving 11 still to be undertaken by SCSWIS. West Dunbartonshire will be subject of an ISLA early in 2012-13. File reading is a key element of both the ISLA and regulated care service inspection approaches. SCSWIS will begin to link up file reading with regard to these approaches in order that outcomes for people can be tracked through the whole care journey, and to examine thematic and risk issues. Subsequent to ISLAs, other involvement with local authority social work services will include:

- on-going link inspector contact, including supported self-evaluation
- completion of scrutiny and improvement follow up as identified by the ISLA and also the AIP.

3.2.7 High risk offenders follow-up

This activity follows up SWIA engagement in supporting all 32 local authorities to evaluate the quality of service for high risk offenders. This has been in conjunction with Scottish Government Justice Department, the Risk Management Authority (RMA) and the Association of Directors of Social Work, which chairs a national steering group. This work will be completed in the first part of 2011-2012.

3.2.8 Services for older people

During 2011, it is proposed to carry out a multi agency inspection of services for older people, developing existing data analysis jointly compiled by SWIA and NHS and, where possible, incorporating analysis of information held by the Care Commission.

3.2.9 Thematic and issue focussed scrutiny activity

During this first year, linking the activities set out above where possible, SCSWIS will work with partner organisations to develop scrutiny methodologies which anticipate and respond to emerging national themes and risks. This may require developments beyond 2012. In some instances it may involve short focused pieces of work and in others it may require joint multi-disciplinary inspections with other bodies. Prior to implementation of any of the new approaches we may develop, there would need to be extensive consultation, agreement with other scrutiny bodies involved and Scottish Ministers. Pilots of the following may be developed during the first year. That

will be determined by resources available and will be in line with any necessary agreements with Ministers and other partners.

The range of issues and themes which will be explored during 2011-12 will include:

- integrated children's services inspection, including inspection of services for children living in families affected by drug misuse and outcomes for looked after children
- services for vulnerable adults
- offenders' services
- out of hours social services.

This section should outline the issues to be considered which could include the impact on the service and its users and any other relevant issues.

4 People Implications

4.1 There are no people implications arising from this report.

5. Financial Implications

5.1 There are no financial implications arising from this.

6. Risk Analysis

6.1 There are no additional risks associated with this report

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

7.1 No significant issues were identified in a screening for potential equality impact of these reports.

8. Conclusion and Recommendations

8.1 Committee is asked to note that social care and social work services will now be regulated and inspected by Social Care and Social Work Improvement Scotland (SCSWIS) from 1st April 2011.

8.2 Committee are also asked to note that in addition to ongoing service inspections, which are regularly reported to committee, the CHCP will also be the subject of a joint inspection of our child protection services and an Initial Scrutiny Level Assessment (ISLA) in the next 12 months.

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Appendices: None

Background Papers: None

Wards Affected: None