

Briefing Note



To: Health and Social Care Scrutiny Board (5)

Date: 23 November 2016

From: Pete Fahy, Director of Adult Services

Subject: Adult Social Care Peer Challenge – Progress Review

1. Purpose

The purpose of this report is to update Health and Social Care Scrutiny Board (5) on the progress made since the Adult Social Care Peer Challenge in February 2016 following a review visit held on 10 October 2016.

2. Recommendation

It is recommended that Health and Social Care Scrutiny Board (5) note the outcome of the review of the Peer Challenge chair, and that this concludes the requirements of the peer challenge progress

3. Background

Adult Social Care is not subject to a formal inspection regime (although the Care Quality Commission, as regulator, continues to inspect individual care services). As an alternative to formal inspection an approach of Sector Led Improvement is undertaken and supported by the Department of Health, the Local Government Association and the Association of Directors of Adult Social Services. The Peer Challenge programme is an important element of this approach where a challenge team led by a Director of Adult Services from another authority undertakes a review of how a local authority is performing in Adult Social Care. In February 2016, Coventry's Adult Social Care underwent a peer challenge. The outcome of this peer challenge and the action plan arising from it were reported to Scrutiny Board 5 in June 2016.

On 10 October 2016, as required under the peer challenge process the peer challenge lead, Mr Keith Skerman, accompanied by a colleague from Improvement and Efficiency West Midlands re-visited Coventry to review progress made. The findings of this review visit are included in Appendix One in the form of the letter issued following the review visit. This review visit was the final element of the peer challenge process.

4. Areas of Key Progress

The feedback letter identified that:

'your improvement journey had made good progress; that the senior management team has already had an impact in providing a more collegiate approach; a commitment to addressing the long term demands that the health and care system faces in the City and providing a structured approach to systemically addressing the demands on the service'

'We heard about a lot of activity that is underway and a number of initiatives and plans that all indicate a desire to improve services and performance at pace. These are still at early stages of implementation but which emphasise the 'can do' culture of the leadership team'.

These statements were made based on findings at the review day which included a summary of progress against the action plan (appendix two), a meeting with heads of service, the Director and Executive Director, attendance at the stakeholder reference group, and a meeting with a group of social workers. Specific areas of key progress include:

- The development of an Adult Social Care vision, to ensure that staff, partners and stakeholders are aware of the department's objectives and strategic approach (appendix three). Accompanying this is a simple strategy of ***'Providing support, in the least intrusive manner possible, based on the assets, resources and abilities that are available to people'***
- A stakeholder reference group is in place, and although in its infancy will help to ensure that there is an additional mechanism for people with care and support needs, and carers, to input to and shape the work of Adult Social Care
- An online social care assessment, launched in September 2016 which enable people can now receive individually tailored information and advice
- Staff development sessions and the establishment of a practice development forum which has focussed on Making Safeguarding Personal, national eligibility criteria, and direct payments

5. Feedback from the Peer Challenge chair

Although feedback on progress was positive it was recognised that sustained change and improvement takes time and continual effort to embed. Some further suggestions were also made including:

- Working with elected members to manage expectations and promote alternatives to long term care – *members actively supporting the vision for Adult Social Care is one way to help achieve this*
- Building corporate awareness of the needs of older people and people with learning disabilities – *increased use of Beacon, newsletters and Blogs*
- Engage with ICT to co-produce technical innovations – *supported through use of stakeholder reference group as this develops*
- Focus on presenting the evidence base for preventative services - *a review of support provided through the voluntary and third sector is underway*
- Build a narrative that celebrates the successes of Adult Social Care – *a systematic way to capture good news stories and celebrate progress is being established*

Appendices

Appendix One:	Coventry Peer Challenge – Review Letter
Appendix Two:	Action Plan following Peer Challenge
Appendix Three:	Adult Social Care Vision 2016