

To: Health and Social Care Scrutiny Board (5)

**From: Pete Fahy - Director of Adult Services
Andrew Errington – Head of Practice Development and Safeguarding**

Date: 18 October 2017

Title: Workforce Development Strategy and Practice Quality Assurance in Adult Social Care 2017-2019

Purpose

The purpose of this report is to present for consideration and comment the following:

1. Adult Services Workforce Development Strategy 2017-2019 and
2. Practice Quality Assurance Framework

Both of these documents are covered in one report as the Practice Quality Assurance Framework is integral to the delivery of the objectives contained within the Workforce Development Strategy.

Recommendations:

Health and Social Care Scrutiny Board (5) is asked to:

- (i) Consider the papers attached and provide any comment that can be considered in further development of the approach to workforce development and practice quality assurance
- (ii) Note that documents, including any revisions as a result of Scrutiny Board 5 comments are to be considered for approval at a future meeting of Cabinet Member for Adult Services

Context (or background)

Workforce development is a key element of providing a good quality Adult Social Care service, both in respect of ensuring staff have the skills and learning opportunities to operate in an evolving social care environment and ensuring that staff working in the service are able to respond to the challenges they face. Linked to this a Practice Quality Assurance framework is key to understanding practice standards and supporting staff to improve and learn where required.

Adult Services Workforce Strategy

The Adult Services Workforce Strategy 2017-2019 was conceived out of a need to support the implementation of the vision and principles for Adult Social Care and outline the key workforce challenges for Adult Services over the next two years. The Strategy compliments Coventry City Councils Workforce Strategy 'Agile, digitally capable and committed workforce to Coventry People' 2017-2020.

The Adult Services Workforce Strategy 2017-2019 outlines current national and local demographics, adult social care activity and an overview of the current adult services workforce. It is intended to provide a framework for Adult Social Care to ensure its workforce is skilled, stable, motivated and committed to delivering its objectives and that we are achieving positive outcomes for people in Coventry within the resources available.

The development and subsequent delivery of the strategy is overseen by an Adult Services Workforce Development Board chaired by the Director of Adult Services.

The strategy outlines the workforce priorities for the next two years, which includes a priority to enhance leadership, management and supervision to support practice development. A key activity in support of achieving this priority has been to implement a revised practice quality assurance framework which includes a process for annual organisational health checks.

Practice Quality Assurance Framework

An Adult Services Practice Quality Assurance Framework has been produced which describes our approach to the quality assurance of practice. There is no statutory requirements to produce, establish and operate quality assurance frameworks specifically for adult social care. However, the Care Act 2014 and the Mental Capacity Act 2005 set clear expectations for adult social care practice and enhancing the way we work with customers and carers is at the heart of the Care Act 2014.

This Practice Quality Assurance Framework builds on previous casework audits and develops the approach to focus on self-assessment and quality assessment methods at social work and occupational therapy practitioner level. By applying the framework we expect to be able to achieve greater consistency and accountability in the quality of the service we provide and put the right support and challenge in place to improve practice.

The specific audit components are in two key areas, those to be owned and delivered by practitioners and their line managers and those that are delivered at an organisational level. The elements relating to practitioner and their first line managers are audits concerning staff supervision, practice standards and observation of practice. The elements at an organisational level include audits concerning national professional standards, caseload and workload, thematic practice reviews and an annual health check process. The findings from quality assurance will be collated, with compliance and key themes forming part of quarterly 'Quality Report'. This is to ensure clear governance reporting and oversight of social care quality and improvement.

The Practice Quality Assurance Framework has been subject to surveying and feedback from front line staff in its production in order to ensure it is relevant and useable both my managers and staff.

List of Appendices included:

Appendix One - Adult Services Workforce Development Strategy 2017-2019
Appendix Two – Adult Services Practice Quality Assurance Framework