
Cabinet Member

26th January 2018

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor F. Abbott

Director Approving Submission of the Report:

Executive Director, People

Ward(s) affected:

All

Title:

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

Is this a key decision?

No.

This concerns an internal Workforce Development Strategy and linked Practice Quality Assurance Framework for Adult Social Care and no recommendations are made that have significant financial or service implications.

Executive Summary:

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.

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 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 and their respective statutory Guidance, 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.

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

Recommendations:

Cabinet Member is asked to approve the Adult Services Workforce Development Strategy 2017-2019 and Practice Quality Assurance Framework

List of Appendices included:

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

Background papers:

None

Has it been or will it be considered by Scrutiny?

No although this report has not been considered by Scrutiny the Health and Social Care Scrutiny Board (5) considered the topic at its meeting on 18th October 2017 and received copies of the appendices to this report. No specific comments leading to any amendments.

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

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

1. Context (or background)

- 1.1 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 Council's Workforce Strategy 'Agile, digitally capable and committed workforce to Coventry People' 2017-2020.
- 1.2 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.
- 1.3 The development and subsequent delivery of the strategy is overseen by an Adult Services Workforce Development Board chaired by the Director of Adult Services.
- 1.4 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.
- 1.5 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 and the respective supporting statutory Guidance, 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.
- 1.6 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.
- 1.7 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.

2. Options considered and recommended proposal

- 2.1 A Workforce Development Strategy and Practice Quality Assurance Framework provides the opportunity to demonstrate how Adult Social Care ensures staff have the skills and learning opportunities and understand practice standards, supporting staff to improve practice where required. It is therefore recommended that the Adult Services Workforce Development Strategy 2017-2019 and Practice Quality Assurance Framework are endorsed by Cabinet Member (Adult Services).

3. Consultation undertaken

- 3.1 The Workforce Development Strategy for Adult Social Care was not subject to specific consultation. 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 by managers and staff.

4. Timetable for implementing this decision

- 4.1 Once approved, the Workforce Development Strategy will be published on the Council's internet pages.

5. Comments from the Director of Finance and Corporate Services

- 5.1 Financial implications

There are no direct financial implications arising from the production of the Workforce Development Strategy and a Practice Quality Assurance Framework.

- 5.2 Legal implications

There are no direct legal implications arising from the publication of the Workforce Development Strategy. It is hoped however that its introduction will assist the City Council in ensuring that its statutory responsibilities under the Care Act 2014 and the Mental Capacity Act 2005 are being met effectively.

6. Other Implications

- 6.1 **How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?**

This Workforce Development Strategy and Practice Quality Assurance Framework demonstrates a commitment to ensuring the workforce is supported to provide a good quality Adult Social Care, maintaining and improving outcomes for the population of Coventry. This contributes to the Council's objectives of citizens living longer, healthier, independent lives and contributes to the priorities in the Council Plan to protect the city's most vulnerable people.

- 6.2 **How is risk being managed?**

A range of risks are presented in the delivery of Adult Social Care services which are managed through the directorate and corporate risk registers.

6.3 What is the impact on the organisation?

The Workforce Development Strategy and Practice Development Strategy support the workforce in providing a good quality Adult Social Care service.

6.4 Equalities / EIA

An Equalities Impact Assessment is not appropriate for this report. Equality Impact Assessments have been built into the development and delivery of work within Adult Social Care. There has been a continued drive to embed equality and diversity within operational practice, commissioning plans and performance monitoring.

6.5 Implications for (or impact on) the environment

None

6.6 Implications for partner organisations?

There are no direct impacts for partner organisations. The Workforce Development Strategy and Practice Quality Assurance Framework supports the development of the Council's workforce.

Report author(s):

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Pete Fahy	Director of Adult Services	People	04/01/2018	12/0/2018
Councillor F. Abbott	Cabinet Member (Adult Services)		17/01/2018	17/01/2018

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Appendices

Adult Services Workforce Development Strategy 2017-2019
Practice Quality Assurance Framework