

Committee:	Dated:
Department of Community and Children's Services	06/03/20
Subject: Adult Social Care Service Improvement Plan	Public
Report of: Andrew Carter, Director Community and Children's Services	For Information
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Summary

The Service Improvement Plan 2019–21 gives a strategic overview of the direction of Adult Social Care in the City of London and replaces the previous Adult Social Care Self-Assessment Action plan of 2018.

As a live document, the Service Improvement Plan provides a framework for the continuous improvement of the service with additional actions added as and when new areas for improvement are identified.

Recommendation

Members are asked to:

- Note the report

Main Report

Background

1. The Care Act 2014 puts a strengths-based approach at the centre of someone's assessment, care and support, highlighting 'What is strong' rather than simply 'What is wrong'. This means that strengths and talents are identified so that things that are important to people are taken into account. There is an ongoing cultural shift towards a strengths-based approach across the Adult Social Care sector.
2. The City of London Corporation's Adult Social Care team operates as a generic social care team incorporating social workers, an Approved Mental Health Professional, an Occupational Therapist and a Reablement Team. The team provides good-quality Adult Social Care services and is committed to ongoing and continuous improvement.

3. The Adult Social Care Service is operating within a context of health and social care transformation aimed at realigning services around people and communities.
4. The Reablement Service is regulated and inspected by the Care Quality Commission. It was given a rating of 'Good' in all five areas of inspection and 'Good' overall in the last inspection report published in January 2017.
5. A peer review into the commissioning arrangements for Adult Social Care from the Association of Directors of Adult Social Services (ADASS) in April 2019 found strong leadership, genuine commitment to better outcomes for residents, strong relationships across the system, and the social work team was singled out for praise during feedback.
6. In March 2019 an assurance visitor from the Office of the Public Guardian interviewed officers from the Adult Social Care team and Chamberlain's Department, examined accounts and case recording, and visited three service users. The report commented that City of London is well organised, with safeguarding procedures in place, and concluded that it "appears to be a very well-run Local Authority Deputyship".

Current Position

7. The Service Improvement Plan is divided into five sections which mirror the Department of Community and Children's Services (DCCS) Business Plan priorities in order to enhance clarity and vision.
8. The Service Improvement Plan contains 38 separate actions across the five priority areas. Six actions have been completed and there are four actions marked as 'white' where work has not yet been started. Six of the 28 actions currently in progress are rated as 'amber' where minor concerns have been identified and are being closely monitored. There are currently no major concerns identified.
9. Strategic leads are identified to drive forward the action plan, reporting to the Adult Services Improvement Board. The action plan will be presented to the DCCS Grand Committee on an annual basis for ongoing scrutiny by Members.
10. The Mental Capacity (Amendment) Act 2019 will introduce a new model for authorising deprivations of liberty in care from October 2020. It replaces the Deprivation of Liberty Safeguards with the Liberty Protection Safeguards, introducing significant changes in terms of scope, responsibility and process. The Service Improvement Plan will provide a level of oversight for an implementation project.
11. An inspection of the Reablement Service by the Care Quality Commission is expected to be undertaken in the near future. There is a Reablement Improvement Plan in place which, along with any areas for improvement

identified in the next inspection, will feed into the overarching Adult Service Improvement Plan.

12. The continuation of work around health integration brings both challenges and opportunities in the way Adult Social Care works with health partners to improve outcomes for residents. Adult Social Care is actively involved in integration initiatives such as the Neighbourhood Model and Making Every Contact Count.
13. The Service Improvement Plan outlines the ongoing development of a bespoke strengths-based model of practice within the City of London, in line with the principles of the Care Act.
14. There is a range of internal and external quality assurance that currently takes place across the service, but this requires consolidating into a quality assurance framework while formal practice standards are being introduced across all areas.

Options

15. There are no direct options associated with this report.

Proposals

16. There are no direct proposals associated with this report.

Corporate & Strategic Implications

17. The self-assessment and associated action plan sit fully within the five priority objectives of the departmental Business Plan:

- Safe
- Potential
- Independence, involvement and choice
- Health and Wellbeing
- Community.

18. Strategies related to Adult Social Care will feed directly into the Adult Service Improvement Plan to ensure that it remains relevant, and to enable continuous, ongoing improvement.

Implications

19. There are no direct financial or legal implications associated with this report.

Health Implications

20. There are no direct health implications associated with this report.

Conclusion

21. The Adult Service Improvement Plan has built on the previous self-assessment action plan, aligning it to the departmental Business Plan. Strategies related to Adult Social Care will feed into the ongoing action plan for continuous improvement of the service. Governance structures are in place to oversee these improvements, and future progress reports will be brought to Committee to inform Members.

Appendices

- Appendix 1 – Adult Social Care Service Improvement Plan, 2019–21

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