

Committee:	Date:
Health and Wellbeing Board	6 November 2013
Subject: The Care Quality Commission (CQC) unannounced routine inspection of the Adult Social Care Reablement Service	Public
Report of: Assistant Director, People	For information

Summary

This report informs members of the outcome of the recent Care Quality Commission (CQC) unannounced routine inspection of the Adult Social Care Reablement Service, which took place on 5 September 2013.

The Adult Social Care Service provides reablement services to residents of the City of London for up to six weeks following their discharge from hospital, so that people can become more independent. The service provides home-based support, involving domiciliary care, occupational therapy, physiotherapy, equipment, telecare and/or social work support.

The CQC inspection addressed quality and safety of care against five overarching standards:

1. consent to care and treatment
2. care and welfare of people who use services
3. co-operating with other providers
4. staffing
5. complaints

The Reablement Service was found to meet the standard for each area without any additional conditions or requirements being placed upon the City of London by the CQC.

The Inspection Report has been attached as Appendix 1.

Recommendations

Members are asked to note the report.

Main report

1 Background

1.1 Reablement is focused on enabling people to be independent following discharge from hospital. It is a prevention and early intervention service that is free to the individual, and can last for up to six weeks with the aim of supporting people in regaining their confidence, building their informal support, managing their risks and enabling their independence.

1.2 Adult Social Care provides a Reablement Service in order to:

- prevent people's needs from escalating
- prevent people needing on-going social care services
- reduce dependency and enable independence
- reduce the need for readmission into hospital within a period of three months from original discharge.

1.3 The service is for adults with a social care need which is assessed as substantial or critical regardless of age, and can include supporting people who have:

- dementia
- learning disabilities
- mental health conditions
- disabilities
- mobility and physical issues.

1.4 The service can also support individuals with confidence, behaviour and memory issues that might prevent them from managing their personal care, nutrition and practical tasks of daily living.

1.5 The staff provides support on a rota basis from 7am to 7pm, five days a week. All other hours are covered via an external supplier as required. The work of the external supplier is subject to contract monitoring arrangements which include weekly meetings to share information on the progress of the service users.

1.6 The Reablement Service is subject to an annual unannounced inspection by the CQC. The recent inspection took place on 5 September 2013.

2 Current position

2.1 The attached report (Appendix 1) sets out the details of the inspection. The Inspector met with staff from the Adult Social Care Reablement Service, including the two Care Support Co-ordinators who provide the direct support and the Occupational Therapist.

2.2 The Inspector spoke with one service user over the phone.

2.3 The inspection addressed quality and safety of care against five overarching standards:

1. consent to care and treatment
2. care and welfare of people who use services
3. co-operating with other providers

- 4. staffing
- 5. complaints

2.4 The Inspector found that the Reablement Service met the standard for each area without any additional conditions or requirements being placed upon the City of London by the CQC.

2.5 The practice of information sharing on a weekly basis with the external provider and the Reablement Service was commended as good practice.

3. The corporate and strategic implications

3.1 The work of the Reablement Service forms part of the prevention and early intervention agenda making the city safer for its residents.

3.2 The service assists in helping individuals to remain healthy and live longer within their own homes with maximum independence and dignity. Individuals are well safeguarded from harm and assisted to access their community as much as is possible.

4. Financial implications

4.1 There are currently no additional financial implications contained within the CQC report or its recommendations. All current costs are covered within the allocated budgets.

5. Conclusion

5.1 The report notes that the unannounced CQC inspection of the Reablement Service identified that the service met all service standards with no additional requirements placed upon the service.

Background papers:

Appendices

CQC Inspection Report of COL Reablement Service on 5 September 2013.

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