

Committee:	Date:
Audit and Risk Management Committee	8 th December 2014
Subject: The Care Quality Commission (CQC) routine inspection of the Adult Social Care Reablement Service	Public
Report of: Director of Community and Children's Services	For Information
<p style="text-align: center;"><u>Summary</u></p> <p>This report informs Members of the outcome of the recent Care Quality Commission (CQC) announced routine inspection of the Adult Social Care Reablement Service which took place on 2 September 2014.</p> <p>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 they can become more independent. The service provides home-based support involving domiciliary care, occupational therapy, physiotherapy, equipment, telecare and/or social work support.</p> <p>The CQC inspection addressed quality and safety of care against six overarching standards:</p> <ol style="list-style-type: none"> 1. Care and welfare of people who use services 2. Meeting nutritional needs 3. Cleanliness and infection control 4. Management of medicines 5. Safety, availability and sustainability of equipment 6. Assessing and monitoring the quality of service provision <p>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.</p> <p>The Inspection Report was presented to the Community and Children's Services Committee on 14th November and is attached as Appendix 1.</p> <p>Recommendation</p> <p>Members are asked to note the report.</p>	

Main Report

Background

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.

Adult Social Care provides a reablement service in order to:

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

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.

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.

The staff provide support on a rota basis from 7am to 7pm, 5 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.

The reablement service is subject to an annual announced inspection by the CQC. The recent inspection took place on 2 September 2014.

Current Position

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 Coordinators who provide the direct support and the Occupational Therapist.

The Inspector visited one current service user and one previous service user.

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

1. Care and welfare of people who use services
2. Meeting nutritional needs
3. Cleanliness and infection control
4. Management of medicines

5. Safety, availability and sustainability of equipment
6. Assessing and monitoring the quality of service provision

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. The practice of information sharing on a weekly basis with the external provider and the reablement service was commended as good practice.

Corporate & Strategic Implications

The work of the reablement service forms part of the prevention and early intervention agenda, making the City safer for its residents.

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

Financial Implications

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

Conclusion

The report has identified that the announced CQC inspection of the reablement service identified that the service met all service standards with no additional requirements being placed upon the service.

Background Papers

None

Appendix

1. CQC Inspection Report of COL Reablement Service on 2 September 2014

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