

Committee	Dated:
Community and Children's Services (Grand) Committee Audit and Risk Management Health and Wellbeing Board	17022017 23052017 16062017
Subject: Care Quality Commission Inspection Reablement Services	Public
Report of: Neal Hounsell, Acting Director of Community and Children's Services	For Information
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Summary

This report provides members with information on the outcome of the Care Quality Commission (CQC) inspection of reablement services which took place on 13 December 2016.

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 and confident with their self-care. The service provides home-based support, involving domiciliary care, occupational therapy, physiotherapy, equipment, telecare and/or social work support.

At the time of the inspection there were three service users receiving reablement services.

The inspection is a short notice statutory inspection of the reablement service under Section 60 of the Health and Social Care Act 2008 and seeks to check if the provider is meeting the legal requirements associated with the Act and to look at the overall quality of the service and provide a rating under the Care Act 2014. The previous inspection of the service took place on 2 September 2014 when the service met the required standard under the old framework. This was the first inspection of the service under the new framework.

The inspection involved a review and assessment of service provision against five key questions that generate a subsequent grading for each as well as an overall judgement for the service. The following judgements were made:

Is the service safe	Good
Is the service effective	Good
Is the service caring	Good
Is the service responsive	Good
Is the service well-led	Good
Overall rating	Good

The CQC inspection report is attached as an appendix.

Recommendation(s)

Members are asked to note the report.

Main Report

Background

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.
2. 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 of original discharge.
3. The service is for adults with a social care need which can include supporting people who have:
 - dementia
 - learning disabilities
 - mental health conditions
 - physical disabilities
 - mobility and physical issues.
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.
5. The staff provide support on a rota basis from 0700–1900, 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.
6. The service is subject to a statutory inspection by the CQC. The last inspection took place in September 2014 when the service was judged to meet the required standards under the old inspection framework.
7. The new CQC inspection framework was introduced in 2015 and this inspection was the first for the City of London under the new framework.

Current Position

8. The CQC inspection was carried out on 13–14 December by one CQC Inspector using the new CQC approach to regulating and inspecting adult social care services.
9. The approach included: meeting with key staff involved in managing and delivering the service; meeting with HR; reviewing three case files of open cases and five historical cases; reviewing policies and procedures; and discussing the quality of services with two service users and one relative.
10. The inspection focused on finding evidence to five key questions that ask if the service is:
 - safe
 - effective
 - caring
 - responsive
 - well-led.

Safe (GOOD)

11. The report noted that service users and relatives felt safe with City of London staff. Staff understood their responsibilities regarding safeguarding, infection control and personal handling. Policies and procedures were clear and adhered to.
12. Staff arrived on time and always stayed for the expected time and ensured that service users were happy before they left. There were no concerns raised regarding missed appointments.
13. The inspector noted that, in one case, while there was no concern regarding the safety of the service user, and the reablement service was fully aware of the previous history of falls to the service user, as recorded on the file, this had not been made explicit on the risk assessment form itself.

Effective (GOOD)

14. The report noted that training, supervision and appraisals are in place and staff stated that they felt supported by the Registered Manager of the service.
15. The report noted that the staff work within the principles of the Mental Capacity Act and have received appropriate training to do so.
16. Care plans are in place and have all the necessary information regarding current medical conditions and there was good evidence of multi-agency working.

17. The report noted that one person said:
“The young ladies (staff) are incredibly helpful; I would not know what I would do without them.”

Caring (GOOD)

18. Service users informed the Inspector that they were happy with staff and spoke positively about their relationship with them, saying staff gave extremely good support.
19. The report noted how well staff knew the service users, their likes and dislikes. Care plans were clear, needs-led and set out exactly what the individual service users needed and when. The plans were regularly reviewed.
20. Staff were able to demonstrate how they respected personal dignity and privacy, not just in terms of personal care but also in terms of information sharing.

Responsive (GOOD)

21. The report noted that care plans were personalised and responsive to individual need, and that the delivery was person-centred. Systems were in place to respond to changing need, for example daily logs. Referrals to other services, for example befriending, would be made if the need arose.
22. There had not been any complaints about the service since the last inspection two years ago.

Well-led (GOOD)

23. The report noted that staff were supported and well-led within an open culture where concerns could be raised and addressed promptly. Team meetings took place, as well as quality assurance meetings.
24. The report noted that there was a quality assurance system in place driven by self-audit and the manager. However, the report also noted that this quarter's audit had not taken place. The change in the manager of the service had contributed to the delay in the audit being completed within the quarter.
25. The report also raised an issue regarding spot checks of the service. It was agreed that these would be introduced into the quality assurance process but at a level that was proportionate to the demands and needs of the service.
26. Feedback from service users following the closure of the service was described as very positive.
27. The inspection also noted the introduction of the Service Improvement Board to support continuous improvement.

28. The report does not make any formal recommendation for improvement; however, the learning from the inspection will form part of the Adult Social Care Service Improvement Plan that will be subject to review by the Adult Service Improvement Board.

Corporate & Strategic Implications

29. The work of the reablement service forms part of the prevention and early intervention agenda making the City safer for its residents.
30. The service assists in helping individuals 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 possible.

Conclusion

31. The report has set out the findings from the December 2016 CQC Reablement inspection. The inspection judged the service as overall Good and Good across all five key areas. The learning from the inspection will feature as part of the Adult Social Care Improvement plan that is overseen by the Adult Service Improvement Board.

Appendices

- *The CQC Inspection Report has been emailed to Members and paper copies will be provided on request.*

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