

Committees: Community & Children’s Services Committee – For Information Health & Social Care Scrutiny Committee – For Information Safeguarding Sub-Committee – For Information	Dated: 01/05/24 15/05/24 16/04/24
Subject: Adult Social Care Self-Assessment	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Executive Director, Community and Children’s Services	For Information
Report author: Scott Myers, Strategy & Projects Officer	

Summary

This report introduces the City of London Corporation’s Adult Social Care Self-Assessment 2024, which will support the inspection of our Adult Social Care services by the Care Quality Commission (CQC).

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The Health and Care Act 2022 introduced a new inspection regime for local authority Adult Social Care services, to be carried out by the CQC. Traditionally, only services that provide direct care – for example, reablement services, homecare and residential care – have been subject to inspection in the Adult Social Care field.
2. The roll-out of the inspection regime has started following a pilot period with several local authorities.
3. As with other inspections, we are required to produce a self-assessment to support the inspection of our services. Although there is no set format or

template for the Self-Assessment Framework (SEF), it is designed to provide a space for the local authority to reflect on their delivery and performance, their challenges and how they have responded to them, and the impact they have had on Adult Social Care clients.

Current Position

4. As part of our inspection preparation which this self-assessment supports, the City Corporation has a specific programme in Adult Social Care focusing on transformation and inspection. The programme board is chaired by the Executive Director of Community and Children's Services.
5. In August 2023, in co-operation with the Local Government Association, our inspection readiness was tested by a peer review and areas that are likely to be raised within an inspection. This peer review complemented our self-assessment and did not raise any areas of concern.
6. An Adult Social Care Service Improvement Plan will be established to support the improvement work emerging from the SEF. This improvement plan will include an update on service outcomes and will be submitted to Members on a six-monthly basis.

Key themes from the Adult Social Care Self-Assessment

Vision

7. Our vision is for residents to get the right information, advice, support and care to live their best lives, maintain their health and wellbeing, and live safely in the place of their choice.

Strengths-Based Approach

8. One of our key strengths is our personalised and strengths-based approach to identify and deliver individual outcomes, and there is strong partnership working to deliver this. Though there are specific challenges around complex needs (specifically rough sleepers), there has been a proactive and innovative response which has reduced risk in this area.

Commissioned Placements

9. Some of our key areas of work include: strengthening triangulation around commissioned placements; developing a stronger performance culture within the service; strengthening quality assurance; and improving on some specific processes such as timeliness of reviews.
10. There are no accommodation-based support options within our boundaries, and placements are therefore purchased when required (also known as spot purchasing). A project is underway to make this process more efficient, to strengthen quality assurance and to triangulate this with our practice and systems.

Adult Social Care Workforce

11. The City of London Adult Social Care workforce is stable and experienced, creating a flexible and agile response to need. A strengths-based approach practice model and manageable workloads allow staff the time to build relationships and trust with people to identify and meet their outcomes. Strong partnership working across the system supports this approach.

Hospital Discharge

12. We have developed a new hospital discharge model and an innovative social worker post within the Homelessness Team.

Carers

13. Our specific support to carers has been strengthened and our new carers strategy will continue to focus on supporting carers.

Co-production

14. Our aim is to co-produce the Adult Social Care services that are needed. Going forward, our engagement with service users and their feedback will be strengthened to provide us with richer data on how outcomes are achieved and the impact this has. Essential information and how it is provided to services users is currently being reviewed.

Safeguarding Practice

15. Safeguarding practice in the City of London is robust, and the promotion of safety and reduction of risk is built into both our internal and external systems. Our Safeguarding Adults Board function is delivered jointly with the London Borough of Hackney but with an additional sub-group for the City of London to ensure a specific focus.

Areas for Improvement

16. The self-assessment sets out several improvements that focus on strengthening our existing robust work. These are summarised in the 'Key themes' paragraphs 7 to 15 above, and are included in the Adult Social Care Service Development Plan.

Corporate & Strategic Implications

17. There are no strategic implications directly related to this report.
 - Strategic implications – None identified.
 - Financial implications – None identified
 - Resource implications – None identified

- Legal implications – None identified
- Risk implications – None identified
- Equalities implications – None identified
- Climate implications – None identified
- Security implications – None identified

Conclusion

18. The City of London Corporation's Adult Social Care self-assessment shows that our practice and service to residents is good quality, but there are areas of development around systems and processes that could be delivered to strengthen the service further.

Appendices

- Appendix 1 – Adult Social Care Self-Assessment 2024

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