

Committee:	Date:	Item no.
Audit and Risk Management	11 December 2013	
Subject: The Care Quality Commission (CQC) unannounced routine inspection of the Adult Social Care Reablement Service	Public	
Report of: Director of Community and Children's Services	For information	
<b><u>Summary</u></b>		
<p>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 term 'reablement' originated from Department of Health to describe care that would be provided to people to help them recover and regain skills they may have temporarily lost due to a period of poor health, disability or hospitalisation. The service aims to help get people back to doing things for themselves, as opposed to having it done for them.</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 people 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 five overarching standards:</p> <ol style="list-style-type: none"> <li>1. consent to care and treatment</li> <li>2. care and welfare of people who use services</li> <li>3. co-operating with other providers</li> <li>4. staffing</li> <li>5. complaints</li> </ol> <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 has been attached as Appendix 1.</p> <p><b>Recommendations</b> Members are asked to note the report.</p>		

## 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 two service users over the phone. Although the CQC Report indicates that the inspection was announced, it was in fact unannounced because the CQC notice letter did not arrive with the City of London Adult Social Care Service until after the actual Inspection had taken place. This matter was subsequently raised with the Regional Managers of the CQC and acknowledged as an administrative error on their part.

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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