

# Assessment of Performance Report 2009/10

## Record of analysis

## ADULT SOCIAL SERVICES ASSESSMENT OF PERFORMANCE 2009/10 :Wiltshire



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The report will produce a summary of the performance of how the council promotes adult social care outcomes for people in the council area.

The overall grade for performance is combined from the grades given for the individual outcomes. There is a brief description below – see Grading for Adult Social Care Outcomes 2009/10 in the Performance Assessment Guide web address below, for more detail.

**Performing Poorly** - not delivering the minimum requirements for people.

**Performing Adequately** - only delivering the minimum requirements for people.

**Performing Well** - consistently delivering above the minimum requirements for people.

**Performing Excellently** - overall delivering well above the minimum requirements for people.

We also make a written assessment about

**Leadership and**

**Commissioning and use of resources**

Information on these additional areas can be found in the outcomes framework

To see the outcomes framework please go to our web site: [Outcomes framework](#)

You will also find an explanation of terms used in the report in the glossary on the web site.

### 2009/10 Council APA Performance

<b>Delivering outcomes assessment</b> Overall council is:	<b>Well</b>
<b>Outcome 1:</b> Improved health and well-being	<b>Well</b>
<b>Outcome 2:</b> Improved quality of life	<b>Well</b>
<b>Outcome 3:</b> Making a positive contribution	<b>Excellent</b>
<b>Outcome 4:</b> Increased choice and control	<b>Well</b>
<b>Outcome 5:</b> Freedom from discrimination and harassment	<b>Well</b>
<b>Outcome 6:</b> Economic well-being	<b>Well</b>
<b>Outcome 7:</b> Maintaining personal dignity and respect	<b>Adequate</b>

**Council overall summary of 2009/10 performance**

The leadership and management team of Wiltshire's Adult Social Care Services has performed well this year, making steady progress against the areas for improvement from last year's annual assessment. They have responded positively to the findings of the service inspection in November/December 2009 that focused on safeguarding adults and increased choice and control for older people with mental health needs.

There is evidence of extensive partnership working, engagement and involvement. The development of Community Area Boards is devolving the assessment of need and service provision to local communities.

The council's assessment of its performance has focused on outcomes for people. Of significant note is the work around personal assessments and single page profiles that has improved the understanding of what people want rather than the services available. These assessments have supported both service users and those who are not eligible for council funded services.

The council is reporting that it is on target with the Putting People First Milestones although there is some concern that the Resource Allocation System might require an alternative method of calculating the required budget. The number of people in receipt of direct payments is increasing; however this needs to increase to keep up with the performance of similar councils.

Carers needs have been prioritised and there has been a significant increase in assessments and direct payments. Feedback from carers indicates that there are some areas that the council still need to improve upon such as carers' breaks.

## Leadership

*"People from all communities are engaged in planning with councilors and senior managers. Councilors and senior managers have a clear vision for social care. They lead people in transforming services to achieve better outcomes for people. They agree priorities with their partners, secure resources, and develop the capabilities of people in the workforce".*

## Conclusion of 2009/10 performance

Wiltshire Council has effectively used the Joint Strategic Needs Assessment to identify the challenges it faces to meet the increasing need for services. The development of the Community Area Boards has made sure that the focus is on responding to the needs of the local community and delivering results. Public consultation and inclusion has been a recurring theme of this year's assessment with a good range of forums for people to engage with councillors and senior managers to effect change.

The leadership of adult social care in Wiltshire is strong and focused. "Lives, not Services" is the clear message to managers and adult care staff, putting people at the centre of everything. The council's approach to person centred planning has radically changed the lives of many people with a learning disability in Wiltshire. It has also informed the council of the outcomes that are important to individuals and subsequently is informing the provision of services moving forward. There is a clear understanding amongst the senior team of the council's responsibilities and the impact for those people who require services.

The implementation of Putting People First has continued to progress during 2009/10 with improvements in the number of people able to access direct payments and an increase in the number of person centred plans. The council evaluation of their progress on the national milestones shows a positive picture. The council has developed services designed to prevent long-term reliance on care and there is good evidence that community support services are being extended to more people and areas of the county. The council has surpassed its target for supporting people to live independently and the FOCUS survey results and several case studies demonstrate that the people of Wiltshire feel that they are supported to live in their homes and remain independent.

The council faces challenges with staff turnover being slightly higher than similar councils. The Health and Wellbeing Board has looked at workplace health and wellbeing and has motivated social care and NHS staff to take more physical activity. There has been an improvement in the reporting of staff ethnicity following last year's performance assessment.

Performance management is good and has developed during 2009/10 with improvements to the Mable reporting system that assists managers to monitor work flows in and out of their teams. There has been an increased emphasis this year on reporting outcomes. The FOCUS programme included a project to develop a new system of performance measures. The council has conducted surveys and reviews across services to evaluate its performance and can demonstrate responsiveness to identified performance issues. The work of the care quality team has been effective in ensuring that any concerns with the standards of care in regulated services are addressed by support and training.

### Key strengths

- The improvements in the measurements of performance now include more evidence of the outcomes for the people of Wiltshire.
- The development of the Community Area Boards is addressing local issues and improving local engagement.
- The work of the Health and Wellbeing Board has focused on the needs of the staff.
- The work of the care quality team has developed and is improving the standards of care in care homes.

### Areas for improvement

- Staff turnover is lower than their planned figure however; it is higher than in similar councils and the reasons for this should be further explored.

## Commissioning and use of resources

*"People who use services and their carers are able to commission the support they need. Commissioners engage with people who use services, carers, partners and service providers, and shape the market to improve outcomes and good value".*

## Conclusion of 2009/10 performance

The council's commissioning programme is based on ensuring that people know how they want to improve their lives and what the cost of that is. This is so that the building blocks are in place to support self directed support going forward. The governance arrangements around commissioning programmes across the county include ensuring that service users are fully involved in the process; for example the Learning Disability Partnership Board is jointly chaired by the Director of Adult Social Services and a member of Wiltshire People First.

The council is developing a range of services with its partners for both service users and their carers. Third sector organisations have delivered community based services which help people to have choices and maintain their independence. For example, Age Concern provides Active Ageing activities, support to community day services, luncheon clubs, and support to people in their own homes. The council fund the Alzheimers Society and Alzheimers Support to provide a range of services to older people with dementia, including day opportunities, sitting services, support to people in their homes and a limited befriending and buddying service.

The service inspection in November/December 2009 identified some inequity of service provision across the county for older people with dementia in the north of the county. This inequity had been recognised and is being addressed. Wiltshire's three Alzheimers organisations in partnership with the council had looked at rebalancing their resources to achieve more equitable service delivery. An action plan is in place and due to be implemented in April 2010.

Last year the council embarked on a radical new commissioning programme to increase their range of accommodation, provide a more efficient system of domiciliary care to offer choice and reduce care home admissions. This is a shift in investment towards services that prevent or delay high intensity services. However, the number of people in residential care has increased this year due to the economic pressures faced and more previously self funding people now requiring support. This situation is being

monitored weekly.

The council can demonstrate how person-centred planning and commissioning has been highly effective both in improving the lives of adults with a learning disability and at the same time reducing the cost of those services. The last person has moved out of campus accommodation and the “Moving Out” programme has ensured that people achieve their goals with support that has also seen a reduction in costs.

In 2009/10 the council has made efficiencies almost in line with its target whilst at the same time having to provide more services. This is largely attributed to the council’s approach to commissioning and the redesign of front line teams.

### **Key strengths**

- The “Moving Out” programme has enabled people to achieve their goals whilst seeing a reduction in costs.
- There is a comprehensive programme of efficiency measures centred on reducing costs.
- The council’s commissioning programme to increase their stock of accommodation has improved individual choice.
- Development of third sector partnerships has ensured a wide range of local services for the people of Wiltshire.

### **Areas for improvement**

- The inequalities in service provision such as services for elderly people with mental health needs should be addressed to ensure county wide equity of services.



## Outcome 1: Improving health and emotional well-being

*“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.*

### Conclusion of 2009/10 performance

The Local Agreement for Wiltshire (LAW) and the Local Area Agreement (LAA) inform the priority actions for the Health and Wellbeing Board (HWB). The Joint Strategic Needs Assessment (JSNA) has been disaggregated to community areas. This has improved the information and data available at a local level. The Community Area Boards (CABs) with the support of the HWP and the Public Health Directorate have used these local profiles to inform them about local needs and improve planning. These CABs now have spending powers which have been used on a variety of projects such as tackling traffic accidents; on stroke prevention and after care; and Chlamydia. To date, events have been held in Warminster, Westbury, South-West Wiltshire, Devizes, Melksham and Malmesbury. Feedback from the events has been very positive. Some boards chose to have a Health Fayre or a JSNA workshop. These events have been well attended and well received.

Alongside campaigns by the CABs the council has funded specialist teams across the county, especially in areas of deprivation to meet the needs of harder to reach people such as prisoner, traveller and minority groups. Activity has included healthchecks for prisoners and targeting alcohol related harm in young people from the Polish community. Another of the HWBs actions has been around workplace health and wellbeing, with well attended health MOT sessions for social care and NHS staff and participation in the Global Corporate Challenge (GCC) which has achieved measurable success in motivating staff to take more physical activity.

The council and partners have worked to reduce delays in discharge for four successive years however the number of delays attributable to adult social services is still higher than in similar councils. The number of emergency bed days is constantly under review to identify areas for intervention. The people of Wiltshire have received more episodes of Intermediate Care with good outcomes and the new, universal “Home from Hospital” service has been well received. All respondents of a survey at Salisbury Hospital reported that they had enough support from the Home from Hospital service.

The Wiltshire Alcohol Strategy has been launched and a Draft Wiltshire Drug Strategy is being developed. In November 2009 the National Treatment Agency commended the improvement in service over the previous six months. The number of drug users in Wiltshire in effective treatment has increased. Currently the need for residential placement is funded on demand and there are a

range of ongoing support services. The people of Wiltshire have benefited from good performing smoking reduction programmes. Public awareness of HIV to the community and the identified high risk groups is ongoing with a needs assessment in 2009 informing the new HIV and Social Care and Strategy Delivery Plan.

The council and PCT have been working together to improve nutrition for people who are particularly vulnerable or are in receipt of care services. There is a scheme to reduce childhood and family obesity levels with the funding of free healthy snacks for visiting children and families at Erlestoke Prison Visitors Centre. People who use lunch clubs have benefited from an increased range of services with the commissioning of alternative venues for lunch clubs to encourage attendance. The 2009/10 Local Area Market Analyser (LAMA) shows the council to be performing above the England average in all care settings. In care homes the Care Quality Team has developed an audit tool and is heavily engaged with providers who have been identified as requiring support around meeting nutritional needs.

A vision for end of life care in Wiltshire has been developed with stakeholders through the Wiltshire End of Life Care Strategy Group. End of life care is supported by the neighbourhood teams and the council has many examples of how personalisation has enabled choice and dignity at end of life involving a multidisciplinary team approach. The council and its partner NHS Wiltshire have published a document around person centred thinking and end of life care that case studies people with a learning disability. The council's Care Quality Team is currently involving care providers in the development of end of life training, especially around dementia care.

### Key strengths

- The increased choice in lunch clubs is encouraging those who would not normally join such group to attend, improving nutritional intake and preventing social isolation.
- The funding of healthy snacks at the prisoners visitor's centre is prompting health eating in the children visiting family members.
- Personalisation work around end of life care is ensuring that people have their needs assessed and their wishes are known regarding end of life decisions.

### Areas for improvement

- Acute delayed transfers of care attributed to adult social services should be monitored and appropriate action taken to reduce delays.

## Outcome 2: Improved quality of life

*“People who use services and their carers enjoy the best possible quality of life. Support is given at an early stage, and helps people to stay independent. Families are supported so that children do not have to take on inappropriate caring roles. Carers are able to balance caring with a life of their own. People feel safe when they are supported at home, in care homes, and in the neighborhood. They are able to have a social life and to use leisure, learning and other local services.”*

## Conclusion of 2009/10 performance

The council has produced a broad range of public information about adult social care services. Information is available in both printed copy and on its website. A small amount of information had been produced on DVD. The service inspection found the accessibility and dissemination of information was variable for older people with mental health needs, with only a limited range in some public information settings and the council is meeting its action plan to address this.

The council has been developing services designed to prevent long term reliance on care. There was good evidence that community support services are being extended to cover more people and more areas of the county. The council has surpassed its target for supporting people to live independently and the FOCUS survey results and several case studies demonstrate that the people of Wiltshire feel that they are supported to live in their homes and remain independent. The launch of memory cafes has been successful, providing support and information for people with dementia and their carers. Community Area Boards (CABs) are using the joint strategic needs assessment (JSNA) to target services and inequalities in service provision, for example the lack of day services for older people with dementia in the north of the county.

There has been an increase in the rapid equipment and minor adaptations service (REMAS) with over 95% of people surveyed feeling the service made a difference to their lives. In response to an area for improvement in the 2008/09 annual review, the Commissioning Manager for occupational therapy equipment services now monitors waiting times for adaptations. The

performance figure for both major and minor adaptations has improved. The council has conducted a pilot for telecare during 2009/10; however, only 236 people were provided telecare equipment, which was a lower figure than last year. Although the council is beginning to provide assistive technology, including people with complex needs, this is an area for improvement for the council.

Wiltshire's Accommodation Strategy for Older People including those with mental health needs has gained regional and national recognition. In 2009/10 an additional 40 extra care housing places, exceeding the council's target, were made available and the council has ambitious plans to extend provision in the future. In 2009/10 the number of people living in residential care increased due to the economic climate and more people who were self funding now requiring support. This is being monitored on a weekly basis by the council. However, the council, with its CTPLD and Locality Teams and in house Reablement Team, has helped people in care homes who want to return home.

Work with partners to improve people's pathway through health and social care is progressing. This has seen a reduction in admission for people with long term conditions such as Chronic Obstructive Pulmonary Disease. Falls are the largest single cause of acute hospital admission for older people in Wiltshire and the council's falls strategy and pathway focuses on the simple things that significantly reduce the likelihood of a fall: diet and hydration; vision; foot condition and footwear; and physical fitness.

Wiltshire Council funds four carer support agencies to coordinate Carers Focus Groups that have raised both the general public's and professionals' awareness of carers, carers' needs and the services that are available to support them including break opportunities. There are also more specialist services that have developed from demand. More carers were supported through assessments and direct payments for services that give them a break or allow them to work. Feedback from carers indicates that the council still need to improve upon the number of breaks for carers. A black and ethnic minority carers group aimed at raising awareness of available support was held and attended by 55 attendees. The event was organised in partnership with the West Wiltshire BME Community Club and Carers Support West Wiltshire.

There is strong evidence that the council is meeting the needs of service users with complex needs as part of their personalisation programme, working across teams and providers. In 2009/10, 20 people from residential accommodation with complex needs have been moved to supported living. The council has spoken with providers in order to secure more services to enable people to be more independent. There is also a focus and evidence of the council enabling people to fulfil dreams and aspirations.

### Key strengths

- Carers in Wiltshire have access to a wide range of services and support schemes.
- Wiltshire's Accommodation Strategy for Older People ensures that there is choice for people.

#### **Areas for improvement**

- The number of people in Wiltshire supported by assisted technology should be increased.
- The numbers of carers receiving breaks should be increased.

#### **Outcome 3: Making a positive contribution**

"People who use services and carers are supported to take part in community life. They contribute their views on services and this helps to shape improvements. Voluntary organisations are thriving and accessible. Organisations for people who use services and carers are well supported".

#### **Conclusion of 2009/10 performance**

The Care Quality Commission has agreed to carry forward the judgement awarded for outcome one from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self declaration that it is continuing to perform well in 2009/10 for this outcome. CQC will continue to monitor this performance.

#### **Key strengths**

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<b>Areas for improvement</b>
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<b>Outcome 4: Increased choice and control</b>
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“People who use services and their carers are supported in exercising control of personal support. People can choose from a wide range of local support”.
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<b>Conclusion of 2009/10 performance</b>
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Wiltshire has successfully used surveys to gain a clear picture of the quality of advice and information provided to people who want to know about social care services. Feedback has been extremely positive and has improved since last year with 81.7% of people feeling they were offered choice and 81.9% felt they were provided clear information. Examples of information for the residents of Wiltshire include flu jabs, nutrition, falls prevention and keeping homes warm. The service inspection found the information available for older people with mental health needs, was variable and therefore an area for improvement.
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Generally people living in Wiltshire are able to choose and plan their own support through an increase in the use of direct payments in 2009/10. The service inspection found that progress was limited in supporting older people with mental health needs to access and take-up direct payments and some people using direct payment were experiencing difficulties in finding services to meet their needs. An action plan is in place to address these findings. The council does however offer choice for older adults with mental health problems through a “credit card” scheme, which went live in November 2009. The cards are accepted by a number of providers who offer services appropriate for people with dementia. The aim of the card is to reduce the administrative burden
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which can be found with direct payments.

Adults received assessments in a timely way and over 94% receive their social care packages within 28 days. Following a pilot the council are planning the implementation of personal budgets in 2010 which will be supported by a Resource Allocation System. An area for improvement in 2008/09 was for a single assessment process for social care and healthcare. Some progress has been made in combining information from data bases and the council and PCT are reviewing the care pathway for older people. The review was completed in May 2010. Personalisation across all service user groups is well developed. The council can demonstrate how one page profiles have enhanced the lives of service users and those who are not eligible for social care funding.

The council is able to demonstrate good progress on assessing and reviewing carers needs. The number of carers who have received a direct payment this year has significantly improved and more carers are accessing a wider range of support services. The carer's emergency card system has been promoted and uptake has increased. It has proved effective when used.

The council provides information itself and also funds twenty six organisations to give information and advice and to provide advocacy for people with social care needs, whether or not they use services funded by the council. The service inspection findings raised advocacy as strength to help older people with mental health problems make choices about their care. The performance team now produces a quarterly monitoring report analysing the use of advocacy hours by client groups. Self advocacy is supported through user led organisations like Wiltshire People First.

The council had revised its complaints service leaflet in line with new national guidance on complaints. Work is in progress to produce an easy read version of the new complaints leaflet. The number of complaints received on behalf of older people in 2009/10 was in line with similar councils. The number of complaints received on behalf of other service user groups was higher than previous year's figures and similar councils.

### Key strengths

- The use of one page profiles has improved the understanding of the personal needs and aspirations of service users.
- The council's work on their personalisation and transitions is commended nationally.
- The number of carers receiving a direct payment has significantly increased this year.

### Areas for improvement

- The number of people with personal budgets should be increased by monitoring the pilot of the Resource Allocation System.

### Outcome 5: Freedom from discrimination and harassment

“People who use services and their carers have fair access to services. Their entitlements to health and care services are upheld. They are free from discrimination or harassment in their living environments and neighborhoods”.

### Conclusion of 2009/10 performance

The council has invested significantly in the development of Community Area Boards (CABs) to devolve decision making and give empowerment to local people. Local people have attended and been active participants in the meetings and consultation events. The area boards support 253 community projects and are also stimulating external funding. The diversity of projects includes art, allotments, bird keeping and bell ringing. Equity of access to the meetings is supported in practical ways such as room lay out, audiovisual support and voting handsets. Consultation with service user groups such as young people, people with learning disabilities, people with physical disabilities and the elderly has identified and informed the type of skills and approaches required to make these meeting inclusive.

Wiltshire Council has assessed in its own 2009 local Place Survey that the people of Wiltshire feel included and that there is increased social cohesion. Their performance around fair treatment targets has improved significantly and more customers of Locality Teams said that Adult Social Care treats them fairly.

In response to recommendations made by CQC in 2008/09 the council has been evaluating the effectiveness of its initiatives to engage in hard to reach and black and minority ethnic communities. The council commissioned an extensive Equality Needs Analysis which looked at what does or does not work for those people whose disability, race, age, lesbian, gay, transgender, bisexual and faith might cause them to suffer disadvantage or harassment. This work will inform an Equalities Framework for Wiltshire. Groups that support black and ethnic minority communities are developing. For example, Salisbury Coalition Against



Racism (SCAR) that hosts events including an exhibition of photography celebrating diversity in Salisbury.

The JSNA in 2009 informed the profiles for each of the new CABs identifying health inequalities caused by geography such as sparse rural communities or in localised areas of relative deprivation. It also highlighted institutions, for example, prisons and residential areas with large numbers of military dependents. This has resulted in Public Health targeted health checks for prisoners at Erlestoke; Gypsy, Romany and Traveller communities and the families of military personnel. New GP locally enhanced services are addressing issues such as alcohol related harm in marginal communities like the younger population of Polish people who are known to suffer from this.

Prisoners at Erlestoke prison are employed as qualified Health Trainers. The project began by training 9 prisoners in the City and Guilds Health Trainer Certificate. The prison cohort included 1 fully deaf and 2 Foreign Nationals. To date the trainers have had 59 clients. 45 have achieved their goals and 6 have partly achieved their goals. The scheme won the Healthier Wiltshire AstraZeneca award for action to reduce health inequalities. The council now plans to extend the scheme to the families of military personnel and to Area Boards.

### Key strengths

- The investment in and work of the Area Community Boards in devolving decision making and give empowerment to local people.
- The use of Health Trainers in the prison service is helping to reducing health inequalities.

### Areas for improvement

- The council is not always recording ethnicity in clients that are assessed or receiving a service and although it has improved its processes their performance is below similar councils.
- Inequalities in service provision across the County should be monitored.

## Outcome 6: Economic well-being

*“People who use services and their carers have income to meet living and support costs. They are supported in finding or maintaining employment”.*

## Conclusion of 2009/10 performance

The council's Funding And Benefits team (FAB Team) operates from three sites across the county. Residents of Wiltshire are informed of the service through events, information points and GP Care Clinics. The team has responded in a timely way to over 9,000 referrals during 2009/10, an increase on the previous year. This action increased the income of older people in Wiltshire, including older carers. This is through assisting people to access state benefit, a large proportion of which were awards of attendance allowance. The council's increased funding of Citizens Advice and Age Concern has provided financial advice to help people cope with the recession and helped older people in financial distress.

During 2009/10 the council's Court of Protection team has worked with the police, vulnerable adults unit and the local mental health trust to offer advice and protect the finances of vulnerable adults. Case studies demonstrate the success and positive outcomes for vulnerable people in Wiltshire.

The council has assessed that financial hardship is more of an issue for carers in the county than finding employment. As previously mentioned the FAB team has assisted in increasing attendance allowance for carers from last year. An example of the team's achievements is that work with GPs in Carers Clinics has helped four carers increase their income by £19,380.

Carers in Wiltshire receive specialist advice on work related benefits from the FAB team's carer advisor. Carers report that the increase in direct payments has enabled them to use the sitting service more flexibly, especially those who work. The council's funding of carers' groups supports delivery of training for carers in a variety of subjects including IT and assertiveness and confidence building. Support to get carers back to work has been provided by a close working relationship with Jobcentre Plus.

Carer support agencies link with local agencies and refer carers to the Jobcentre and the specialist support on offer. Wiltshire have produced a Carers and Employment Leaflet that has been distributed to 250 carers. A drop in day for council employees who balance work and carers duties was held with information on flexible working and time off in an emergency.

More younger adults in Wiltshire with mental health problems and learning disabilities had jobs during a period of increased unemployment in Wiltshire's general population. The council is committed to providing support to enable people with learning disabilities to find and sustain paid employment with local employers through the Wiltshire Employment Support Scheme.

### **Key strengths**

- The council has a very responsive financial assessment and benefits advice team. This team has year on year obtained increasing levels of state entitlements for people living in Wiltshire. The team has been particularly active in publicising its work and making its services available through outreach activities.
- People with learning disabilities are supported into long term sustainable permanent employment.

### **Areas for improvement**

- Whilst the council has demonstrated improvements in direct payments to support more flexible sitting services, more should be done to support carers to maintain or return to employment.

## **Outcome 7: Maintaining personal dignity and respect**

*“People who use services and their carers are safeguarded from all forms of abuse. Personal care maintains their human rights, preserving dignity and respect, helps them to be comfortable in their environment, and supports family and social life”.*

### **Conclusion of 2009/10 performance**

The membership of the Local Safeguarding Adults Board (LSAB) is made up of nominated lead officers from key organisations within Wiltshire. It includes those organisations that have responsibilities in promoting the welfare of adults and protecting those adults whose independence is placed at risk by abuse and neglect. The LSAB was chaired by Wiltshire Council’s service director (strategy and commissioning) until the recent appointment of an independent chair.

In 2009/10 the Care Quality Commission undertook a service inspection that focused on the needs of older people with mental health needs. Wiltshire has worked hard to address the recommendations of that report. The report acknowledged the council’s strong commitment to strengthening adult safeguarding arrangements. The council invested additional resources to achieve this and its contribution to community safety services supporting people to keep safe in their own homes and in their local communities. In response to the findings of the service inspection, the council has provided training courses for investigative staff supplemented by workshops to aid learning and disseminate best practice. Adult care staff are expected to complete the council’s two e-learning programmes, one relating to safeguarding the other about the Mental Capacity Act, at least annually.

A Safeguarding Vulnerable Adults Team was established in September 2009 and has a coordinating role, monitoring progress on all cases. Other quality assurance systems including regular case file audit as part of supervision are in place. The Quality Assurance sub-group of the Local Safeguarding Adults Board is developing a work plan to include checks that every agency has

their own auditing process in place. The council has reviewed the number of Deprivation of Liberty referrals and reviewed the processes to raise awareness and ensure appropriately trained and skilled support and assessments take place.

A recommendation for the council from last year's annual performance assessment was to ensure that the particular safeguarding risks arising from the personalisation of care services are understood and anticipated. The council has implemented a new policy on positive risk, and have included a module on person-centred risk in their training programme for person-centred planning. In addition to the direct payments support service, the council provides a fact sheet and copies of the Keeping People Safe booklet to all direct payment recipients and to personal assistants.

The council's new Care Quality Team provided free dignity in care training to 150 staff working in all residential care homes and care agencies that provides care to 583 people in Wiltshire. The programme has been developed with input and feedback from service users. Working with adequate and poor services the team has seen an improvement in seven service providers' ratings in 2009/10. A leadership programme supported by the Care Quality Team and NHS Wiltshire funded the development of 12 care home managers to promote change management. This course has been enthusiastically received and the managers involved are committed to further development of the programme.

### **Key strengths**

- The appointment of an independent chair for the Local Safeguarding Adults Board.
- There has been a significant contribution to community safety services which support people to keep safe in their own homes and in their local communities.
- An ongoing commitment to strengthening adult safeguarding arrangements and investment of additional resources to achieve this.
- Outcomes for people are improved through effective quality assurance and performance management of safeguarding practice and recording.

### **Areas for improvement**

- Whilst the council has already taken action to address the areas for improvement in the recent service inspection these need to be embedded in practice.
  - People whose circumstances make them vulnerable would benefit from independent advocacy support.
  - The council should consider ways to review the outcomes for people who have been through the safeguarding process.
-