

**Wiltshire Council**

**Cabinet**

**20 April 2010**

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**Subject: Care Quality Commission – Inspection of Adult Social Care 2009 – Report and Improvement Plan**

**Cabinet member: John Thomson, Deputy Leader and Cabinet Member for Community Services**

**Key Decision: No**

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### **Executive Summary**

This report presents the report of the Care Quality Commission (CQC) Inspection of Adult Social Care and the Council's improvement plan, developed in response to recommendations within the Inspection report.

### **Proposal**

That Cabinet receive the report from the Lead Inspector and to note the improvement plan, which is currently being implemented.

### **Reason for Proposal**

The Council welcomes the inspection as an independent evaluation of performance of two areas of adult social care services.

The council is required to present the findings of the Inspection of Adult Social Care and its improvement plan at a public meeting.

**Sue Redmond  
Corporate Director of Community Services**

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### Purpose of Report

1. The purpose of this report is to inform Councillors of the results of the Care Quality Commission (CQC) Inspection of Adult Social Care in 2009 and to present the Council's improvement plan in response to the inspection. A presentation on the inspection is being provided by the Lead Inspector, Silu Pascoe.

### Background

2. CQC undertakes a programme of inspections of adult social care across England. The role of inspections is to provide an independent evaluation of a Council's performance in delivering social care outcomes to its communities and its capacity to improve that delivery in the future.
3. The focus of the inspection in Wiltshire was on two areas: *safeguarding* across all adult services *and increased choice and control* in respect of services and outcomes for older people with mental health needs. Wiltshire's is the first inspection nationally to consider specifically services for older people with mental health needs. For each of these two themes, CQC considered how well the council delivers outcomes for people. They provide a separate judgement of 'capacity to improve' based upon an assessment of leadership, commissioning and use of resources.
4. The inspection process is detailed and relates to national standards which the CQC have developed. Standards are evidenced by information provided by the Council, and, predominantly by service user and carer views, gathered during the inspection process by postal questionnaire, meetings with service user and carer groups. During the inspection fieldwork, which took place over two weeks in November-December 2009, two inspectors, accompanied by an expert

by experience, followed up on specific case work (an examination of 16 sample case files, which resulted in 6 visits to service users) and met with councillors, managers, front-line staff, service providers and partners. Fieldwork also included a public open forum and a 'mystery shopper' test of availability of information about services.

5. The Inspection Report was published by CQC on 17 March 2010. A copy of the Inspection Report is attached as Appendix A. The report is also available on the Council and CQC websites and copies have been provided to many individuals and organisations involved in the inspection.

### **Main Considerations for the Council**

6. The inspection report covers three areas. The first is safeguarding, which has been judged as *adequate*. Inspectors commended the Council for its commitment to strengthening adult safeguarding arrangements, and investment of additional resources. They recommended further work to ensure that people know how to raise concerns and that staff in all relevant organisations know how to recognise and manage safeguarding concerns appropriately. Inspectors also recommended improving outcomes through quality assurance. Prior to the inspection, these issues had been acknowledged by the Local Safeguarding Adults Board, and action was taken to audit the quality and consistency of practice and recording across adult care and mental health teams, and an action plan developed. Ongoing quality assurance work will continue to be a priority for the Local Safeguarding Adults Board, and will be driven forward by a new Independent Chair for the Board.
7. The second area relates to choice and control for older people with mental health needs. The Council was judged to be *adequate*. Inspectors commended the Council for treating people with dignity and respect and giving them a say in how they want their needs to be met, and suggested that more could be done to improve information about support options, to ensure that assessment and support plans focus on outcomes and to increase numbers of people receiving direct payments and other forms of self-directed support. Work is well underway to implement these recommendations.
8. The third area relates to capacity for improvement, and covers leadership, commissioning and use of resources. Inspectors were pleased to see that the Council has a clear vision for adult social care, and listens to and learns from the views of people who use services. They commended the Council for showing creative ways of developing new services, with a focus on securing value for money. The report concludes that capacity to improve in Wiltshire is *promising*.
9. The inspection report contains 17 recommendations, all of which have been accepted. An improvement plan has been drawn up to ensure

recommendations are implemented and this will be monitored by the Service management team, as well as by the Local Safeguarding Adults Board. A copy of the Improvement Plan is attached as Appendix B.

10. The Improvement Plan will also be monitored at regular meetings with the CQC Area Manager. The CQC Area Manager and CQC Lead Inspector will also meet with the Council six months after publication of the report to assess progress made.

### **Environmental Impact of the Proposal**

11. The inspection report does not raise any specific environmental issues.

### **Equalities Impact of the Proposal**

12. The inspection report does not raise any specific equalities issues, although all of the actions within the improvement plan are focussed on improving outcomes for vulnerable people in Wiltshire.

### **Risk Assessment**

13. There are no specific risks associated with the recommendations or the proposed improvements. Failure to adopt the recommendations within the report would hamper the Council's ability to improve outcomes, and may affect the Council's Annual Performance Rating for Adult Social Care.

### **Financial Implications**

14. Good performance does not always have financial implications, but improving performance in some areas does have an impact on budgets. The department's management team have redirected resources to increase capacity as necessary.

### **Legal Implications**

15. None.

### **Options Considered**

16. No other options were considered. The Council accepts and is required to implement these recommendations in order to improve outcomes and to achieve improvements.

## **Conclusions**

17. The Inspection of Adult Social Care has been an in-depth and useful exercise in focussing attention on two key areas of service: safeguarding adults and choice and control for older people with mental health needs. The Council's improvement plan addresses the recommendations made by inspectors and implementation is being seen as a priority.

**Sue Redmond**  
**Director, Department of Community Services**

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## **Appendices**

Appendix A – Care Quality Commission Inspection Report, Service Inspection of Adult Social Care: Wiltshire

Appendix B – Wiltshire Council Inspection of Adult Social Care Improvement Plan