

Wiltshire Council

Cabinet

22 October 2013

Subject: **Local Government Association Adult Social Care Peer Challenge**

Cabinet member: **Councillor Keith Humphries – Public Health, Protection Services, Adult Care and Housing**

Key Decision: **No**

Executive Summary

The purpose of this report is to provide Cabinet with an update on the Council's forthcoming Local Government Association Adult Social Care Peer Challenge due to take place between 25 & 28 November 2013.

Proposal

That Cabinet note the information contained in this report and that the results of the Peer Challenge will be reported to Cabinet on completion.

Reason for Proposal

To keep Cabinet informed of the forthcoming Peer Review

James Cawley
Service Director Adult Care and Housing Strategy

Wiltshire Council

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Cabinet member: **Councillor Keith Humphries – Public Health, Protection Services, Adult Care and Housing**

Key Decision: **No**

Purpose of Report

1. The purpose of this report is to provide Cabinet with an update on the Council's forthcoming Local Government Association Adult Social Care Peer Challenge due to take place between 25 & 28 November 2013.

Relevance to the Council's Business Plan

2. Help to Live at Home is an innovative approach to traditional care services and aligns itself with one of the twelve key actions identified to deliver the Council's three key priorities. The approach taken to deliver Help to Live at Home aligns with the action to ensure we do things differently to enable us to realign £120 million over the next four years to deliver our priorities. A Peer Challenge to ensure that we are delivering Help to Live at Home as planned will provide the Council with confidence that this transformational approach to care service delivery is working.

Background

3. Following the removal of national targets and assessments, local councils are recognising the opportunities and challenges of self-regulation, improvement and innovation in adult social care. In the South West region, the Local Government Association (LGA) is working with the Association of Directors of Adult Social Services (ADASS) to develop a programme of sector-led support in adult services. 'Towards excellence in adult social care' will focus on promoting excellence and harnessing the skills of local authorities. The core elements are regional working, robust data, annual self reporting and peer challenge. These are consistent with the sector's wider approach to improvement.

The peer challenge process aims to help local government to help itself to respond to the changing agenda for adult social care. The team undertaking the peer challenge will take the viewpoint of a 'critical friend', who understands the pressures of running a local authority and will review

the council practice in a challenging but supportive way. The process includes:

- an assessment of current achievements
- provides recommendation of how further improvements can be made

The peer review is a constructive, collaborative and supportive process which has the central aim of helping councils improve. It is not an inspection, nor does it award any form of rating category.

The peer challenge will include the following stages:

- Self-assessment (the local account)
- Document review
- Onsite investigative interviews
- Key findings and practical suggestions for improvement
- A written summary report and recommendations
- Optional follow up support or workshop activities

The peer challenge team is typically made up of the following key members:

- Lead Peer – Director of Adult Social Care services
- Senior Officer Peer – Assistant Director of Adult Social Care services
- Member Peer – A Lead Councillor with experience of Adult Social Care services
- Health Peer – A Senior Manager from the Health Service
- LGA Challenge Manager who will manage and guide the challenge team

Main Considerations for the Council

4. Wiltshire Council has asked the Local Government Association to review one area of its Adult Social Care business in the Peer Challenge, this is the Help to Live at Home: improving care at home by commissioning for outcomes:-
5. In April 2012, Wiltshire Council replaced its domiciliary care services with a system of integrated care and support called Help to Live at Home (H2LAH). Help to Live at Home began with the idea that the notorious problems of quality in social care, and especially in care at home, originated in the employment conditions of care workers.
6. H2LAH introduced a system of payment by results that directly link providers' revenues to the outcomes in each customer's support plan. The outcomes we use are measurable. They allow customers clearly to express what they want from their care and our social workers to specify how providers should maintain and, whenever possible improve, customers' ability to do things for themselves. Our outcome-based support plans transfer some of the financial risk of poor outcomes from the council to providers. Our system of payment by results is an incentive to improve the standard care and through that the conditions of care-workers.

7. We took a new approach to personal budgets and direct payments. Direct payments allow customers to choose care providers outside the H2LAH system, at comparable prices, whenever they wish. This is a second incentive to deliver good care because providers lose customers, and the revenues they bring, if their work is unsatisfactory.
8. We want the peer challenge to consider the following two questions:
 - Does commissioning for outcomes in H2LAH improve care by improving conditions of employment for front-line care-workers?
 - Do H2LAH's person-centred assessments and outcome-based support plans give customers control of their day-to-day care?

Safeguarding Considerations

9. There are no safeguarding issues in relation to this cabinet paper on Peer Challenge.

Public Health Implications

10. There are no direct public health implications in relation to this cabinet paper on Peer Challenge.

Environmental and Climate Change Considerations

11. There are no environmental or climate change considerations in relation to this cabinet paper on Peer Challenge.

Equalities Impact of the Proposal

12. The Peer Challenge Reviewing Team will consider the equality for those receiving the service, Council, and Provider staff.

Risk Assessment

13. The Peer Challenge will require careful planning and resourcing otherwise there is a substantial risk that in the time available, the Reviewing Team will not be able to consider the issue in sufficient depth to provide the Council with an appropriate outcome. A small team consisting of a cross section of Council staff from Communications, Programme Office and Adult Care, will be responsible for ensuring that this risk is mitigated.

Financial Implications

14. There are no financial issues in relation to the Peer Challenge.

Legal Implications

15. There are no legal issues in relation to the Peer Challenge.

Options Considered

16. As the approach taken to HTL@H is innovative and different from how other authorities have approached the topic of care quality and the social care employment market it was considered to be the most appropriate for the Peer Challenge.

Conclusions

17. The Adult Social Care Service will be the subject of a peer challenge in November 2013. The service has identified an area where it would welcome the peer challenge to investigate further and produce recommendations. The council recognise and value the constructive, collaborative and supportive process that is the peer challenge and which is designed in such a way to help us improve.
18. Cabinet is asked to note the information contained in this paper and the results of the Peer Challenge will be reported to Cabinet on completion.

James Cawley
Service Director Adult Care and Housing Strategy

Report Author:

Iain Kirby, Head of Business Change

04th October 2013

Background Papers

The following unpublished documents have been relied on in the preparation of this report:

None