

ANGUS COUNCIL

SOCIAL WORK AND HEALTH COMMITTEE - 10 MARCH 2015  
SCRUTINY AND AUDIT COMMITTEE - 10 MARCH 2015

JOINT CARE INSPECTORATE AND HEALTHCARE IMPROVEMENT SCOTLAND REPORT ON  
SERVICES FOR OLDER PEOPLE IN ANGUS

REPORT BY MARGO WILLIAMSON, STRATEGIC DIRECTOR - PEOPLE

**ABSTRACT**

This report highlights the publication of the report of the Joint Inspection of Services for Older People in Angus, summarises the main findings and identifies the next steps to address the issues raised by the inspection.

**1. RECOMMENDATIONS**

It is recommended that the Social Work and Health Committee:

- (i) notes and comments on the Joint Inspection report;
- (ii) agrees that action plans should be prepared as appropriate for approval by the Shadow Integration Joint Board;
- (iii) agrees that information schedules will be submitted to the Social Work and Health Committee as the action plans are developed and implemented.

It is recommended that the Scrutiny and Audit Committee:

- (i) notes the decisions made by Social Work and Health Committee;
- (ii) reviews and scrutinises the Joint Inspection report.

**2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT/COPORATE PLAN**

This report contributes to the following local outcome(s) contained within the Angus Community Plan and Single Outcome Agreement 2013-2016:

- 5. Individuals and families are involved in decisions which affect them
- 6. Individuals are involved in their communities
- 7. Our communities are safe, secure and vibrant
- 8. We have improved the health and wellbeing of our people and inequalities are reduced
- 9. Individuals are supported in their own communities with good quality services

**3. BACKGROUND**

- 3.1 In April 2014, we advised the Social Work and Health Committee that a joint inspection of services for older people in Angus would be undertaken by the Care Inspectorate and Health Improvement Scotland (report 163/14, schedule 1).
- 3.2 The purpose of the inspection was twofold:
- 3.3 "...to find out how well the health and social work services partnership between Angus Council and NHS Tayside (referred to in this report as the Angus Partnership or, the Partnership) delivered good personal outcomes for people who use services and their carers. We wanted to find out if health and social work services worked together effectively to deliver

high quality services to service users, which enabled them to be independent, safe, as healthy as possible and have a good sense of wellbeing.”

- 3.4 “We also wanted to find out if health and social work services were well prepared for the legislative changes designed to get health and social work services to work closer together.”
- 3.5 Originally it was envisaged that a report would be produced by September 2014. However, there were delays in completing the draft report and significant dialogue about its content. When the draft report was received, officers provided a detailed response dealing with matters of accuracy and clarity. In addition, the joint chairs of the Shadow Joint Board (SJB) wrote to the inspectorates to express the level of concern felt by the SJB regarding the report’s content and tone (see Appendix 1).
- 3.6 The final report is scheduled to be published on Monday 9 March 2015 (copy attached as Appendix 2).

#### **4. SUMMARY OF INSPECTION FINDINGS**

- 4.1 The inspection report identifies many positive aspects of the services provided to older people in Angus. The positive outcomes for the majority of service users are highlighted, along with high levels of satisfaction with the services provided, good partnership working in localities and positive engagement with staff. There are some areas for improvement noted in the report, and we will plan how to address these.
- 4.2 In our view, the assessments contained in the report provide a very positive endorsement of our joint provision for older people and fulfils the first purpose of the inspection (see 3.3 above).
- 4.3 With regard to the second objective of the inspection, we have some reservations about the final report. In assessing our preparations for health and social care integration, it seems that the joint inspection team adopted a theoretical approach that did not take account of the national situation at the time of the inspection. In the report, we are criticised in relation to the preparation of a strategic commissioning plan, however the Scottish Government did not publish draft guidance on this topic until October 2014 (four months after the inspection fieldwork had concluded).
- 4.4 The Shadow Joint Board is fully aware of the requirement to produce a strategic commissioning plan by March 2016. Since it was formed, the SJB has been liaising with senior officials from the Scottish Government, who have consistently endorsed and praised the work being undertaken in Angus.
- 4.5 We are disappointed with this aspect of the report, however, the SJB has continued to prepare for integration and we continue to believe that we are well placed for the major changes that lie ahead.
- 4.6 Inspection Evaluation  
As part of the process of preparing for the joint inspection, we were required to complete a self-evaluation. In addition to assessing our ‘score’ for each indicator, we identified areas for improvement. Many of these areas have been worked on in the intervening period. We will include these in the action plans to be considered by the Shadow Integration Joint Board.
- 4.7 The table below summarises the findings from the joint inspection report and contrasts these with our self-evaluation for each indicator.

Table 1 - Comparison of inspection findings and self-evaluation

Quality indicator	Inspection evaluation	Self-evaluation
1 Key performance outcomes	Adequate	Adequate
2 Getting help at the right time	Good	Good
3 Impact on staff	Adequate	Adequate
4 Impact on community	Good	Good
5 Delivery of key processes	Good	Good
6 Policy development and plans to support improvement in service	Weak	Adequate
7 Management and support of staff	Adequate	Adequate
8 Partnership working	Adequate	Good
9 Leadership and direction	Adequate	Adequate

4.8 Inspection recommendations

The report contains 6 recommendations for the Angus partnership. These recommendations are listed in the table below, along with comments on the initial proposals for addressing each topic.

Table 2 – Recommendations for improvement

Recommendations	Current position
1 Meet the Scottish Government target of no delayed discharges over four weeks' duration so that people can return to their own home or a homely setting in which their needs are better met.	This is already a requirement of every local authority in Scotland, and we have measures in place to manage the service and monitor performance.
2 Improve the carers' assessment process so that carers have better access to services for themselves and those that they care for.	This recommendation has already been addressed, working in partnership with the Carers' Centre.
3 Ensure that all relevant case records contain accurate chronologies and, where appropriate, have written risk assessment and risk management plans in place so that service users care needs are better assessed and planned for.	A joint group will be established to address these issues.
4 Show clearly how it plans for, and commissions, services, across all sectors that improve the balance of care and deliver an increased range of support to help individuals to remain at home successfully.	This is already included in the SIJB project plan.
5 Assess and gauge in detail the strategic financial risks to the future development of the Partnership and the delivery of health and social work services and ensure that these risks are managed effectively.	This is already included in the SIJB project plan.
6 Develop its strategic planning processes setting out clear consultation and involvement measures so that all relevant stakeholders are consistently engaged. This should be part of its further development of its integration project planning in areas such as strategic needs assessments, service review and development, joint commissioning, monitoring arrangements and joint performance management. These developments should help to evidence how services are improving for the benefit of service users and their carers.	This is already included in the SIJB project plan.

## 5. PROPOSALS

Now that we have the final report from the inspection, officers will prepare an action plan to address recommendations from the Care Inspectorate/Healthcare Improvement Scotland.

It is proposed that the action plan will be submitted to the Shadow Integration Joint Board (SIJB) for approval, as the SIJB will monitor its implementation.

It is also proposed that the action plan and updates on progress will be submitted to a future Social Work and Health Committee as an information schedule.

In addition, there are areas for improvement identified in the self-evaluation that was prepared for the inspection. These areas will be built in to the general workplan of the SIJB, where they have not already been addressed.

## 6. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report.

**NOTE:** The background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) which were relied on to any material extent in preparing the above report are:

- Services for older people in Angus: Report of a joint inspection of adult health and social care services – Care Inspectorate and Healthcare Improvement Scotland (March 2015)

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List of Appendices:

Appendix 1 – Letter from co-chairs to inspectorates  
Appendix 2 – Services for older people in Angus report