

REPORT FOR: CABINET

Date of Meeting:	18 October 2011
Subject:	Quality in Adult Social Care – Quality Assurance Report 2010 /2011 and Harrow’s Local Account
Key Decision:	No
Responsible Officer:	Paul Najsarek, Corporate Director Adults and Housing
Portfolio Holder:	Councillor Margaret Davine, Portfolio Holder for Adult Social Care, Health and Wellbeing
Exempt:	No
Decision subject to Call-in:	No
Enclosures:	Appendix 1 Adult Services Quality Assurance Report 2010 -11 Appendix 2 2010-11 action plan Appendix 3 You Said, We Did Report Appendix 4 corporate QA information Appendix 5 QA survey and service user findings report Appendix 6 Summary of DH performance data <i>[Due to their size, the appendices have been circulated to Cabinet and other Key Members and officers only. The appendices have been published on the Council’s Website with this agenda and a hard copy is available on request.]</i>

Section 1 – Summary and Recommendations

This report sets out the main elements of the Adult Services Quality Assurance Report 2010 – 2011.

Recommendations: Cabinet is requested to note the information report.

Reason: To provide Cabinet with an overview of the Adult Services Quality Assurance Report 2010 – 2011.

Section 2 – Report

Introduction

Quality Assurance is an integral part of developing and delivering high quality services that service users and members of the public want to use. To ensure we are listening and responding effectively to service users and using all of the feedback channels available Adult Services have established a Quality Assurance and Learning Board and produce a quality assurance report.

This is the second Quality Assurance (QA) Annual Report to provide an overview of the quality assurance and learning activities undertaken across Adult Services.

The first part of the report provides an account of what we learnt in 2009/10 and the recommendations for action. It demonstrates how we have built on our learning by providing a summary of the actions we have taken and the outcomes we have achieved as a result.

The main body of the report provides an overview of the quality assurance and learning activities undertaken across Adult Services against each service area. These activities help us to identify areas of good practice and areas for improvement.

Options considered

None.

Background

We have been building our quality assurance systems and these include in year one the establishment of a Quality Assurance and Learning Board and leading the way by setting up a pan London QA managers group. In year two, we have embedded quality assurance further by establishing a care manager's regular forum. We have a strong evidence base that demonstrates our work is making a positive difference to our users through QA systems and are in the process of integrating our QA framework into the Adult's Service Plan 2011-14. A QA challenge model and review tool has been developed based upon four key areas: independent challenge, provider challenge, professional challenge and consumer/citizen challenge.

The Department of Health has praised Adult Services for having a sophisticated and embedded QA system. Furthermore, Harrow's challenge model has formed part of the recommendations by the Association of Directors of Adult Social Services to councils developing their Local Account.

Current situation

New social care and health national legislation alongside efficiency measures will affect how services are delivered in the future. In addition changes to the way social care services are monitored and inspected will necessitate Adult Services to review our own quality assurance measures.

Local Accounts are in development and will be the way councils with adult social care responsibilities will in the future report to citizens and consumers about performance in adult social care. The Quality Assurance report will form the basis of an evolving Local Account.

Financial Implications

The report and its appendices are retrospective. Where forward financial commitments are made they have been built into existing budgets.

Performance Issues

The report is divided into service user groups and the report provides performance information gathered from performance indicators, survey data, inspections and user feedback with sources clearly highlighted for each service user grouping. – see report for details.

Environmental Impact

None.

Risk Management Implications

Risk included on Directorate risk register? No

Separate risk register in place? No

Equalities implications

An EqlA has not been undertaken for the production of the report. This information report details activity across Adult Services. Many of the activities detailed in the QA report have undergone an EqlA and are available on line.

Corporate Priorities

The Quality Assurance report encompasses the 'Supporting and protecting people who are most in need' council priority. It does this through ensuring robust QA measures are in place that safeguard service users and listen and learn from user feedback and complaints.

Section 3 - Statutory Officer Clearance

Name: Donna Edwards	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 27/09/11		
Name: Sharon Clarke	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
Date: 22/09/11		

Section 4 – Performance Officer Clearance

Name: David Harrington	<input checked="" type="checkbox"/>	on behalf of the Divisional Director Partnership, Development and Performance
Date: 19/09/2011		

Section 5 – Environmental Impact Officer Clearance

Name: Andrew Baker	<input checked="" type="checkbox"/>	on behalf of the Divisional Director (Environmental Services)
Date: 16/09/2011		

Section 6 - Contact Details and Background Papers

Contact:

Sue Conn, Adults and Housing Transformation Support Manager
Ext: 6830

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Background Papers:

Department of Health - Transparency in outcomes: a framework for adult social care consultation paper (November 2010, section 4)
Department of Health – 2011/12 Outcomes framework (March 2011)
Promoting Excellence in Councils' Adult Social Care – “local accounts” paper
12th May 2011

**Call-In Waived by the
Chairman of Overview
and Scrutiny
Committee**

NOT APPLICABLE

[Call-in does not apply to reports which are for 'noting' only]