

**REPORT FOR: CABINET**

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| <b>Date of Meeting:</b>             | 18 October 2011  |
| <b>Subject:</b>                     | Quality in Adult Social Care – Quality Assurance Report 2010 /2011 and Harrow’s Local Account  |
| <b>Key Decision:</b>                | No   |
| <b>Responsible Officer:</b>         | Paul Najsarek, Corporate Director Adults and Housing   |
| <b>Portfolio Holder:</b>            | Councillor Margaret Davine, Portfolio Holder for Adult Social Care, Health and Wellbeing   |
| <b>Exempt:</b>                      | No   |
| <b>Decision subject to Call-in:</b> | No   |
| <b>Enclosures:</b>                  | Appendix 1 Adult Services Quality Assurance Report 2010 -11<br>Appendix 2 2010-11 action plan<br>Appendix 3 You Said, We Did Report<br>Appendix 4 corporate QA information<br>Appendix 5 QA survey and service user findings report<br>Appendix 6 Summary of DH performance data |

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

### **Section 4 – Performance Officer Clearance**

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

### **Section 5 – Environmental Impact Officer Clearance**

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

## **Section 6 - Contact Details and Background Papers**

### **Contact:**

Sue Conn, Adults and Housing Transformation Support Manager

Ext: 6830

[Sue.conn@harrow.gov.uk](mailto:Sue.conn@harrow.gov.uk)

### **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  
12<sup>th</sup> 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]*