

Adult Social Care Committee

Item No:

Report title:	Adult Social Care Annual Quality Report 2016/17
Date of meeting:	19 June 2017
Responsible Chief Officer:	James Bullion, Executive Director of Adult Social Services

Strategic impact

The Council invests more than £260m a year in purchasing adult social care services from the market. The Council has legal duties under the Care Act 2014 to promote the effective and efficient operation of a care market securing a choice of high quality services.

Executive summary

Ensuring that the social care and support services that adults in Norfolk may require to meet their needs and to help them to live as independent a life as possible is a key priority for Norfolk County Council (the Council). The Care Act placed this priority on a statutory footing through new duties requiring it to seek continuous improvements in quality and choice of services in its promotion of the market. The Adult Social Care Committee (the Committee) approved and adopted a new quality framework in January 2015 and this report updates the committee on its implementation and includes the second annual quality report for the Committee's consideration. Overall there has been a significant improvement in quality particularly in home care however Norfolk still lags behind most other local authorities. The annual quality report (Appendix 1 to this report) sets out the detail and the strategy for further improvement.

Key Findings:

- a) **The Council invests £260m annually in the care market to support more than 15,000 adults**
- b) **There is a formal care market of 730 providers of which 520 are subject to CQC assessments**
- c) **Across the sector CQC inspections indicate that 73% of providers have been rated as good, 25% as requires improvement and <2% rated as inadequate**
- d) **Significant improvements in quality have been achieved in 2016 across all sectors – from 57% meeting required standard to 73%**
- e) **Homecare has improved from 57% meeting the required standard to 84%**
- f) **Residential care has improved from 61% meeting required standard to 70%**
- g) **The Council implemented a new programme of targeted interventions to support overall sector improvement in 2016 which is delivering good outcomes and supporting providers to improve quality of services**
- h) **The Council has implemented the Approved Public Protection programme (APP) across the sector which will support risk analysis and provide a comprehensive understanding of the quality and operation of the care market**
- i) **There is still work to do, while improvements in quality are evidenced, Norfolk remains at the bottom of the regional league table for CQC results and is 93rd out of 152 local authorities across all care types**
- j) **The Quality Assurance team continue to provide a targeted programme of interventions which support the development and improvement of a good quality care market. These approaches are enhanced by the Market Development Fund which supports providers to develop effective training and recruitment programmes**

Recommendations:

The Committee is recommended to:

- a) Consider the findings presented and agree to publish the annual quality report**
- b) Agree to a further detailed briefing on the care market**

1. Proposal

- 1.1 Since the adoption of the quality framework in January 2015 considerable progress has been made in taking forward key actions that are set out in the annual report attached as Appendix 1 to this report. The governance proposals within the framework provide an opportunity for the Committee to thoroughly consider the quality of adult social care in Norfolk, the actions taken by the Council to secure quality and proposals for future actions to improve quality in adult social care.

2. Evidence

2.1 Care Act 2014

- 2.2 The Care Act places significant duties on local authorities to facilitate and shape their market for adult care and support as a whole, so that it meets the needs of all people in their area who need care and support, whether arranged or funded by the state, by the individual themselves, or in other ways.

- 2.3 The ambition is for local authorities to influence and drive the pace of change for their whole market leading to a sustainable and diverse range of care and support providers, continuously improving quality and choice, and delivering better, innovative and cost-effective outcomes that promote the wellbeing of people who need care and support.

- 2.4 Poor quality services are not effective in supporting people to achieve their wellbeing outcomes. It is essential, therefore, that we ensure we know that all the services we pay for are high quality and effective. This requires regular ongoing proactive monitoring of provider performance across the board and effective interventions to restore high quality services if things are beginning to go wrong. The quality framework supports this.

2.5 Annual Quality Report

- 2.5.1 The committee originally approved and adopted the quality framework at its meeting in January 2015. Since that time considerable progress has been made in the implementation of the framework supported by some additional financial investment in quality assurance staff and systems.

- 2.5.2 It is critical that the Council gains a thorough understanding of quality in the care market and a key feature of the framework lies in its governance, review and reporting arrangements that are intended to ensure that the quality of care is understood throughout the department and the committee. To this end the framework requires the production of an annual quality report (the Report) for consideration by the committee.

- 2.5.3 The Report is intended to be a public document and thus serves the purpose of helping the Council as a whole, key commissioning partners, stakeholders and the public understand the quality of care in Norfolk. The Report for 2016/17 is the second of its kind and is attached at Appendix 1. (The Report will be available through the Council's website following consideration by the Committee). This provides the first opportunity to identify trends with the 2015/16 Report acting as the baseline. Elected members also have the opportunity to track key aspects of quality through the regular performance reports provided to the Committee.

2.6 **Quality Improvement Strategy**

- 2.6.1 The Report sets out the current quality picture in Norfolk and details the various initiatives and actions that have been taken to tackle poor quality services. These initiatives and actions, some supported by the Market Development Fund, have been evaluated together with practice elsewhere to support the formulation of a quality improvement strategy for 2017/18 which is set out in the Report itself.

3. **Financial Implications**

- 3.1 There are no direct financial implications arising from the implementation of the quality framework.

4. **Issues, risks and innovation**

- 4.1 The quality framework places the Council in a strong position to effectively discharge its duties in securing high quality adult social care and support services in Norfolk. The current quality picture, whilst showing improvement compared to the previous year, continues to present significant challenges to the Council and it will be important to keep the position under review taking such steps as are necessary and proportionate to secure high quality care services.

5. **Background**

- 5.1 The quality framework itself can be accessed via the link below

www.norfolk.gov.uk/care-providers

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

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