

Committee	<b>Social Services &amp; Health Scrutiny Committee</b>
Date:	<b>25 September 2003</b>
Title of Report:	<b>Update on progress with the scrutiny review of older people services – user and carer involvement.</b>
By:	<b>Chairman of the Project Board</b>
Purpose of the report:	<b>To inform the committee members of actions taken and the scope of the review.</b>

---

## **Recommendation**

To receive the report, comment and note the scope of the review

---

### **1.0 Supporting information**

1.1 At its meeting on 31 July 2003 the committee confirmed the appointment of a project board comprising councillors, Tunwell, Lock and Neighbour. This project board was set up to carry out a scrutiny review of developments in user and carer involvement in older people services.

1.2 The first meeting of the project board was held on 5 September 2003 when Councillor Tunwell was appointed the chairman. The project board then considered the scope of the review after a presentation from the Social Services Quality Officer and the Operations Manager for the Living at Home Programme.

1.3 The project board members concluded that the review would focus on three older people services – the Living at Home Programme, the Rapid Response Service and the Collaborative Community Rehabilitation Team. The scope of the review would be to;

- Examine the effectiveness, robustness and quality of
  - a. the **policy and strategy** for involving user and carers in these three services,
  - b. the **systems and methods** employed for involving users.

- Examine the appropriateness of the ways in which users and carers are involved in decisions about their own well-being in the delivery of the three services
- Judge the progress made by the County Council in addressing user and carer recommendations in the SSI inspection report.

1.4 The project board members agreed that they would gather the necessary evidence from the following sources:

- Analysis of user evaluation surveys and PAF Indicator surveys and response rates.
- Policies documents on user/carer involvement
- An examination of service user packs, levels of service demand.
- National Care Standards
- Use of Comparative information from other Local Authorities.
- Examining service plans and review processes for people receiving services.
- Talking to users/carers, officers, staff, managers.
- Health partners.
- An examination of the investment made by the Social Services Department in the development of user and carer involvement.
- Progress made since SSI inspection.

1.4 The project board is aiming to complete the review by December 2003 and report to the Committee at the January 2004 meeting.

**Project Board:**

Councillors Michael Tunwell, Matthew Lock, David Neighbour

**Contact Officer:**

Roger Howarth, Scrutiny & Best Value Co-ordinator

01273 481327 e-mail: [roger.howarth@eastsussexcc.gov.uk](mailto:roger.howarth@eastsussexcc.gov.uk)