

Committee: **Scrutiny Committee for Social Services and Health**

Date: **17 March 2004**

Title of Report: **Scrutiny Review of Older People's Services: User and Carer Involvement in Services**

By: **Chairman of the Project Board**

Purpose of Report: **To agree the final report of the project board**

RECOMMENDATION - to receive and agree the findings and recommendations of the project board

1. Supporting information

1.1 This review was agreed at the July 2003 Social Services and Health Scrutiny Committee. The review would look at the progress being made by the Social Services Department in improving the way in which users and carers were being involved in services.

1.2 The joint Social Services Inspectorate (SSI) report of June 2002 had highlighted in para 4.5 that *'The Authority has a strategy for involving users and carers in shaping services but this is not always implemented successfully. ' And it continues 'The Authority needs to ensure that it makes clearer connections between the views expressed and policy choices made, and feeds back the outcomes from such consultation more effectively.'*

1.3 The Scrutiny Committee decided that it would prefer to take three Older People Services in order to examine the way in which users and carers are now being involved and consulted on the services they receive. The three services are:

- Rapid Response Service;
- The Community Collaborative Rehabilitation Team;
- The Living at Home Programme.

1.4 The Board has met on 8 occasions and has carried out visits to The Conquest Hospital, Hastings; Eastbourne District General Hospital and St Anthony's Court, Eastbourne. It has interviewed the managers, staff and users of the three services. It has interviewed the Director and Lead Member for the Social Services Department as well as the Head of the Quality and Change Management Unit. The review has been ably supported by the Quality Officer and evidence has been gathered according to the approach outlined in the project initiation document (PID).

1.5 The Project Board Members, Councillor Michael Tunwell, (Chairman), Councillor Mary McPherson and Councilor Matthew Lock, now present to the scrutiny committee their report for agreement.

2.0 Recommendation

2.1 Members are recommended to receive the report and agree the findings and recommendations of the Project Board.

MICHAEL TUNWELL
Project Board Chairman

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