

Report to: **ASC Scrutiny Committee**  
Date: **12 June 2008**  
Title of report: **CSCI Inspection**  
By: **Keith Hinkley, Director Adult Social Care**  
Purpose of report: **To notify Scrutiny of the Commission for Social Care Inspection, 2008**

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**RECOMMENDATION – That Scrutiny note the contents of this report**

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**1. Financial Appraisal**

1.1 A team of three members of existing Adult Social Care Staff has been established to project manage the CSCI Inspection. Backfill arrangements and associated costs have been absorbed by Adult Social Care. Costs associated with travel expenses for service users, carers and members of the public to attend focus groups and interviews with the Inspectors are re-chargeable to CSCI.

**2. Supporting Information**

2.1 On 13<sup>th</sup> May 2008, Adult Social Care received formal notification that the Commission for Social Care Inspectorate (CSCI) will be undertaking an Inspection of Independence, Wellbeing and Choice in July 2008.

The themes of the Inspection will be (Appendix 1):

- People have access to preventative services (Older People)
- Safeguarding People

The Inspection will also look at the theme of Leadership and Commissioning to establish how the above themes are being delivered (Appendix 2).

The methodology used by CSCI will include five days of fieldwork between 15<sup>th</sup> and 23<sup>rd</sup> July. Two Inspectors will undertake the inspection with the support of an 'expert by experience' who will be an older person. Focus groups and service user questionnaires will form part of the fieldwork, in addition to visiting services and holding face to face interviews with a sample of older people currently using Adult Social Care services. Prior to the fieldwork, the Inspectors will be holding two focus groups with members of the East Sussex Older Peoples Forums, aimed at older people who are not currently using services to establish their level of understanding about Adult Social Care and how to access services.

The Inspection will also focus on other ESCC departments to see how the Council as a whole supports wellbeing and independence for individuals who do not require care managed services.

The outcome of the Inspection, coupled with the CSCI Annual Review Meeting (18<sup>th</sup> July 2008) will be used as evidence to inform the 2007/08 Adult Social Care performance rating. A separate rated judgement for delivery on each of the themes and one overall capacity judgement across all themes will be made.

CSCI will provide a draft report for factual amendments in mid August. The final Inspection report will be embargoed until it is presented to Cabinet in October.

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Local member: All  
Background documents: None

**Appendix 1: Inspection themes and descriptors for East  
Sussex County Councils Service Inspection**

**Service Inspection Of Independence, Wellbeing And  
Choice 2007-09**

**The Inspection Themes and Descriptors  
For East Sussex County Council's Service  
Inspection**

<b>INSPECTION THEME 1 (Core Theme) People Are Safeguarded</b>	
1.1	Adults who are vulnerable are safeguarded against abuse.
1.2	Workers are competent in identifying situations where adults who are at risk may be abused and know how to respond to any concerns. The council makes sure that all managers are aware of how to manage safeguarding issues.
1.3	Workers are aware of and routinely use a range of early intervention support services and this has led to an increase in the reporting of incidents of abuse. There is satisfactory closure in all cases.
1.4	Robust quality assurance processes are in place and working effectively.
1.5	Adult Safeguarding Boards, or similar arrangements, are in place; they work effectively and accord to POVA requirements.
1.6	People who use social care services are assured of privacy and confidentiality through the consistent application of appropriate policies and procedures.

<b>INSPECTION THEME 4</b>	
<b>People Have Access to Preventative Services</b>	
4.1	<p>The independence of all people who use services and carers is promoted consistently within all services. Well targeted initiatives in a wide range of areas:</p> <ul style="list-style-type: none"> <li>• meet people's care needs (appropriate to culture, religion, sexual orientation, gender and age);</li> <li>• minimise the impact of any disabilities;</li> <li>• enable people to live their lives in the way they choose; and</li> </ul>
4.2	<p>There is a successful focus on early prevention, which can be demonstrated to be reducing need for higher-level support in almost all relevant instances.</p>
4.3	<p>Where the council commissions services which do not require a formal assessment all people have easy access to these services, which meet their cultural and other needs.</p>
4.4	<p>Where the council commissions services which do not require a formal assessment the council and all people who use these services are satisfied with the care and support on offer and the council can evidence good outcomes from these services.</p>
4.5	<p>Care managers refer on to relevant non-care managed services all people who need them.</p>
4.6	<p>There is universal access to initial assessments of social care needs regardless of whether a person intends to self-fund, or whether they are eligible for council services.</p>

## Appendix 2: Leadership and Commissioning descriptors

## LEADERSHIP AND COMMISSIONING DESCRIPTORS FOR IWC INSPECTIONS

Code	Leadership
8.1	<p>Highly competent, ambitious and determined <b>leadership skills</b> of senior officers in the council champion the needs of all people who use adult social care and their carers, to ensure that [the selected themes<sup>1</sup>].</p> <p>Senior officers make sure there is <b>effective staff contribution</b>, both within the organisation and across partnerships, to planning and delivery of key priorities and to meeting suitably ambitious outcomes in the selected themes.</p>
8.2	<p><b>All plans</b> ensure the delivery of the selected themes <b>are comprehensive</b> and linked strategically and address key developmental areas. They identify <b>national and local priorities</b> for the selected themes<sup>2</sup>. Realistic <b>targets</b> are being set and are being met. Local area agreements reflect identified key areas for improvement.</p> <p>Coordinated working arrangements across the council and with external partnerships are reflected in <b>strategic planning</b> to ensure delivery of the selected themes. There is evidence that this working has resulted in improvements in the selected themes.</p>
8.3	<p>There are the <b>people, skills and capability</b> in place at all levels to deliver <b>service priorities</b> and to maintain high <b>quality services</b> to ensure the good outcomes in the selected themes.</p>
8.4	<p><b>Performance Management, quality assurance</b>, and scrutiny arrangements are in place and effective to ensure that good outcomes in the selected themes: performance improvement can be demonstrably linked to management action.</p>
Code	Commissioning
9.1	<p>The council, working jointly with relevant partners, has a detailed <b>analysis of need</b> for the selected themes with comprehensive gap analysis and <b>strategic commissioning plan</b> that links investment to activity over time. Expenditure on relevant services reflects national and local priorities and is fairly allocated to meet the needs. Services achieve excellent outcomes.</p>
9.2	<p>The council secures services relating to the selected themes at a <b>justifiable cost</b>, having identified the range of options available and made comparisons in terms of quality and cost with other areas and nationally. There are robust <b>financial management planning and reporting systems</b> in the services delivering the selected themes.</p>
9.3	<p>The council makes sure that all people who use services, carers groups and staff groups relevant to the selected themes are integral to the commissioning process through <b>consultation, design and evaluation of service provision</b>.</p> <p>There is evidence that the council has information about costs in relation to</p>

<sup>1</sup> From - people are safeguarded / people are well informed / people receive personalised services / people have access to preventative services / people are involved / people have equal access.

<sup>2</sup> From Safeguarding Adults / Informing people / Delivering personalised services / Prevention / Involving people / Equality of access / Working in partnership

	<p>quality and these are used in strategic and service planning and in commissioning to improve the economy, efficiency and effectiveness of the selected themes.</p>
<p><b>9.4</b></p>	<p>The council has a clear <b>understanding of the local social care market</b> relating to the selected themes and there are innovative measures taken jointly with providers to meet the needs of both publicly funded and self-funded individuals.</p> <p>Optimum use is made of <b>joint commissioning and partnership working</b> to improve the economy, efficiency and effectiveness of the selected themes. Commissioners ensure appropriate responsiveness and capacity to mitigate risk and safeguard users of services. Informed choices are made about the balance of cost and quality in commissioning and de-commissioning services. There is a commitment to preclude commissioning poorly rated services and to have joint strategic plans with PCT/partner agencies to deal with failing and closing homes and services.</p>