

Healthier Communities Select Committee

11 December 2013

Lewisham Council – Adult Social Care Services and Joint Commissioning Unit

PROGRESS REPORT

Although the focus of the Francis enquiry was primarily on hospital services, the findings are relevant to the Council's work in terms of adult social care and its commissioning responsibilities across health and care. In particular, in relation to the care provided within care home settings, where the risk of institutional abuse is significant.

Joint Commissioning

Lewisham Council leads on behalf of itself and the Lewisham Clinical Commissioning Group on the commissioning and quality assurance of both personal health and personal social care services (day care, nursing and residential care homes, domiciliary care, specialist health care, long term conditions and end of life services). This function is carried out by the Joint Commissioning Team, part of the Community Services Directorate, under a Section 75 arrangement signed in 2010.

The Joint Commissioning Team ensure that there are clear measurable quality standards included in all health and social care contracts, with agreed methods of measurement and clear redress for non compliance.

The team is working with health and social care providers to develop a culture of openness and transparency, ensuring that providers have in place systems to support staff to raise concerns.

Progress towards providers implementing the Francis recommendations is reviewed as part of the contract monitoring process. Commissioners and Contract Monitoring Officers continue to work alongside CQC to ensure that providers are compliant with the national standards of quality and safety.

Winterbourne View Concordant

Alongside the Francis report, officers have worked to ensure that the recommendations arising from the Winterbourne View serious case review have been progressed. The Department of Health has requested all Councils and CCGs to report directly on their progress.

The Winterbourne View concordant commitment identified a number of areas of good practice which have relevance to the Francis recommendations; these include a core training programme devised and monitored by commissioners and learning disability specialists which is made available to all staff providing

services in the borough. There is also a good level of advocacy support available to people with Learning Disabilities and their carers.

Adult Social Care Services

Adult social care provides or commissions services to individual service users and carers following an assessment of needs. Quality and safety form a key part of the assessment and review process. The assessment and review of users includes looking closely at the individual's experience of any services they receive and their safety, and where necessary would instigate a safeguarding alert. The intelligence gathered via assessments, reviews and safeguarding alerts, along with that gained through annual service user surveys, provides officers with feedback and evidence which contributes to the quality assurance framework (see below) and supports the identification of areas that may require further investigation.

In the continued drive to improve services, Adult Social Care will continue to set standards for the services it delivers, to collect information about the service experience and performance.

Quality Assurance Strategy and Framework

As part of the strategy to commission and provide high quality and safe services, a Quality Assurance Improvement Strategy and Framework is being further refined to take account of the Francis requirements. This work is overseen by the Quality and Performance Sub Group of the Adult Safeguarding Board, which consists of membership from Lewisham's health and care partners. The Quality and Performance Sub Group meets monthly to review progress of the quality assurance indicators and to monitor the quality of providers.

Health and Wellbeing Board

The Health and Wellbeing Board has a key leadership role to play in the monitoring and review of quality and assurance activity across health and care. This includes overseeing the delivery of the integrated care programme, which aims to deliver better care, better health and stronger communities and ensure that safe, high quality services are provided to Lewisham residents. Part of this work covers the development of joint contract monitoring and improved recording and sharing of information.

Healthwatch

Lewisham's care and health partners are supported in their work to drive up standards of care by Healthwatch Lewisham which has responsibility to:

- represent the views of people who use services, carers and the public on the Health and Wellbeing boards set up by local authorities
- report concerns about the quality of health care to Healthwatch England, which can then recommend that the CQC take action

Healthwatch is also permitted to 'Enter and View', allowing authorised representatives of Healthwatch to enter premises to observe the nature and quality of services. This provision does not apply to Children's Social Care.

Healthwatch can make recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern (or, if the circumstances justify it, go direct to the CQC with their recommendations, for example if urgent action were required by the CQC).

Healthwatch England has statutory powers to report failing services to key national organisations, and central government. These national organisations must submit a public response to Healthwatch concerns.