



Report to Healthier Communities & Adult Social Care Scrutiny & Policy Development Committee

15.03.2017

Report of: Phil Holmes, Director of Adult Services, SCC

Subject: Quality care provision for adults with a learning disability in Sheffield: update on improvements

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Type of item:

Reviewing of existing policy	
Informing the development of new policy	
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	X
Other	

The Scrutiny Committee is being asked to:

Note the continued improvements that SCC have made in the residential, short-break and day services that they run for people with a learning disability.

Category of Report: OPEN

1.0 Background

- 1.1 In mid 2013, following changes in management arrangements, concerns began to be raised about quality of care within residential, short break and day services for adults with learning disabilities provided by Sheffield Health and Social Care NHS Foundation Trust (SHSC) and Sheffield City Council (SCC). Both organisations carried out extensive investigations that resulted in detailed improvement plans.
- 1.2 Scrutiny asked for feedback on progress in January 2016 and then required an update to be provided in early 2017 to show that the Council was maintaining its focus in this area.
- 1.3 Safe systems are now firmly entrenched across services for adults with a learning disability run by both the City Council. SCC has continued to strengthen oversight arrangements which are set out in this report.

2.0 The Scrutiny Committee is being asked to:

- 2.1 Note the continued improvements that SCC have made in the residential, short-break and day services that they run for people with a learning disability.

3.0 Summary of outstanding actions reported to Scrutiny in January 2016

- 3.1 The following areas were identified as still requiring improvement last year. Improvements are listed alongside in bold:
- Further work on improving communication and engagement at all levels which will be supported by Inclusion North: **training held for 22 support staff with Inclusion North. Equipment purchased (talking books and switches), Soundbeam training refreshed. Final follow up session planned.**
 - Greater emphasis upon use of advocacy for people who cannot speak up for themselves and do not have others to represent their best interests: **the use of advocacy has now been extended.**
 - Further work developing Support Plans that are fully client-centred in partnership with SCC social workers: **A Practice Development Team is now in place which is supporting staff to build support plans that are fair, accountable and reflective of what is important to the client.**
 - Work with SCC commissioners to develop a range of day and short break opportunities that properly reflect current preferences, have greater benefits for clients and family carers and increase opportunities to develop skills, confidence and well-being. Further developing the Council's Sharing Lives service is absolutely key to this: **A greater range of external day and short break options have been developed over the past year, which is reflected by larger numbers of customers opting to access this support. The Council's Sharing Lives service is also being developed to**

- **provide some more flexible and focused alternatives**
Making arrangements for the Council to manage appointeeships for clients who do not have other arrangements for managing their money: **The Social Care Accounts Service (SCAS) has now organised appointeeships for all people who require this.**

3.2 There was also recognition within the January 2016 Scrutiny Report that good leadership of the service also required a greater degree of oversight and support from managers: **All establishments now have a regular programme of visits from the Head of Service and Service Managers. Services are also now supported by visits from the Practice and Development Team who support in reviewing policy and practice.**

3.3 To provide Scrutiny with some external validation of the quality of the Council's provision, links are provided to the CQC inspections carried out of Warminster Road Short Breaks service and the Shared Lives Adult Placements scheme are provided in the Supporting Papers section. These are the only services supporting adults with a Learning Disability that are required to be registered by the Care Quality Commission. Both services have "Good" ratings with one area within Warminster Road being deemed to require improvement that has now been fully addressed.

3.4 To ensure continued objective focus upon improvement an internal review programme has been commissioned over the past year. The programme was commissioned to assess compliance with the Management Review recommendations/actions through assurance of the systems of control, with particular emphasis on finance, management, quality & safeguarding.

The programme applied a 'sampling' approach and the reviewer exercised professional judgment in considering whether a review of additional documentation or extending the scope of the review was warranted depending on the findings. A systematic selection approach was used to select the sample as this method ensured the review included a sample from each category identified through the management review.

Future areas for development in 2017 will include:

- Support to develop more joined up working between LD Providers, Commissioning and Assessment and Care Management (ACM) with ACM taking lead for 'relationship management'
- Risk enablement in support planning
- Workshops embedding outcome focused assessment aimed at the promotion of person centred, accessible and outcome focussed support planning.

Background Papers:

1. Link to CQC inspection of Warminster Road Short Breaks service
<http://www.cqc.org.uk/location/1-141912194>
2. Link to CQC inspection of Shared Lives Adult Placement Scheme
<http://www.cqc.org.uk/location/1-1562062479>

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