



Leeds
CITY COUNCIL

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Report of the: Director of Adult Social Services

To: Executive Board

Date: 13 December 2006

Subject: Star Rating for Adult Social Care Services.

Electoral Wards Affected: All

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Eligible for Call In

Not Eligible for Call In
(Details contained in the report)

Executive Summary

On an annual basis each Council with social care responsibilities receives an assessment of their performance, under the Department of Health Performance Assessment Framework from the Commission for Social Care Inspection (CSCI). On the basis of this assessment star ratings are published for each social services authority. Following receipt of the performance review report, Directors of Adult Social Services are asked to ensure that the report is drawn to the attention of the Executive Board and to the wider public.

The judgement reached by CSCI is that adult social care services in the city serve most people well and have promising prospects for improvement. This is rated as two star (out of a possible 3) performance by the Inspectorate. This is the third successive year this level of achievement has been attained, consolidating previous performance attained. It is to be noted that the City has made progress in areas which were identified for development last year. The letter formally advising the Council of the outcome of the review are attached at Appendix 1 and the main report at Appendix 2.

1 Purpose of this report

- 1.1 This report alerts Members of the Executive Board to the judgement made about social care services to adults in the city and provides a brief summary of the key points raised by CSCI in making their judgement. The report also describes those areas identified by Inspectors where further improvements can be made. Those areas for improvement will form the basis of the adult social care services improvement plans for the coming year.

2. Background

- 2.1. Last year adult social care services in the City were judged by CSCI to be serving most people well and to have promising prospects for improvement. The judgement is reached in relation to 6 standards.

- 1.National Priorities and Strategic Objectives
- 2.Cost & Efficiency
- 3 Effectiveness of Service delivery & Outcomes
- 4 Quality of Services for users and carers
- 5 Fair Access
- 6 Capacity for Improvement

- 2.2 In the last year CSCI determined that the council demonstrated it is implementing a coherent strategy which addresses the national priorities and promotes the independence of older people, people with learning disabilities, people with mental health problems and people with sensory and physical disabilities.

- 2.3 This has been reflected in both the strategic statements produced by the Council as well as the independence indicators where the council performs well and compares well with similar councils. Attention is however drawn by the Commission to the levels of delayed transfers of patients out of acute hospital settings which are still comparatively high, although they acknowledge that there is a reducing trend over the year bringing Leeds in line with the England average.

- 2.4 At the annual review meeting held earlier this year, the council acknowledged that levels of delayed transfers presented a continuing challenge. The council and its partners reported that the large and very complex health economy in Leeds impacts on their performance with respect to timely discharge.

- 2.5 Encouragingly, the Inspectors report that levels of intensive Homecare are high in relation to the total population in care (at home or in residential care), and compares well to other councils. Older people are helped to live at home and this, combined with comparatively low numbers of people admitted to residential care in the year, suggests that sustained efforts by the council in this area are improving the outcomes for older people in Leeds.

3. Progress in Services for Adults and Older people

- 3.1 Inspectors report that good progress has been made in a number of key areas.

- Promotion of independence for vulnerable people
- Coherent strategy for promoting independence and addressing all of the aspects of the national service framework
- Prompt provision of minor and major adaptations to people's homes where this is need to support people at home
- Significant and continued investment in extra care housing
- Innovative independent living project for people with learning disabilities

- Further investment in the care of people with HIV and AIDS
- Successful POPPS bid and good focus on the mental health needs of older people
- New commissioning processes for residential and home care provision
- Good partnership engagement and working

3.2 The following areas have been identified by the Inspectors as needing improvement are:

- Continued reduction in the number of delayed transfers of care
- Extend the provision of care and support for carers, particularly for carers of people within learning disabilities
- Comparative cost of home care appears high
- Promptness of provision of equipment for people in need to be supported at home
- Care management processes to be more robust and timely

Executive Board are asked to note that these recommendations cover areas which the department has already identified as in need of improvement. This is evidenced in the departmental business plan 2006/07 and work has already begun to secure improvements in those areas.

3.3 The star rating for each social services authority is reviewed on an annual basis followed by a formal announcement in November. Leeds has retained its **2 star** status,

Services for Adults			
<i>Serving people well</i>	<i>Most</i>	↔	
<i>Capacity for improvement.</i>	<i>Promising</i>	↔	

6. Resource Implications

6.1 There are no resource implications for the Council. The inspectors note that Leeds is a relatively low spending Council which offers good value adult care services.

7. Specific Implications for Ethnic Minorities & Disability Groups

7.1 There are no specific implications for Ethnic Minority or disability groups, the Inspectors having no recommendations for improvement in this area.

8 Conclusion

8.1 The judgements reached by the Inspectors in relation to the performance of the Council offer considerable encouragement noting improvements on the performance achieved in the previous two years and continuing to conclude that promising prospects exist for further improvement. Plans have been put into place to ensure that areas identified for improvement are addressed in the coming year as adult social care services strive to achieve three star status.

9. Recommendations

9.1 The Executive Board is asked to note the contents of this report and the attached Performance Review Report from the Commission for Social Care Inspection (CSCI) for adult social care services.