

What will an inspection look like?

1. Councils' performance in safeguarding adults whose circumstances make them vulnerable will be a fundamental part in all local inspections. In addition local inspections will address up to two of the other themes.
2. Inspections will be undertaken by a team of two service inspectors, joined by an expert by experience for some of the time. The starting point will be the risk elements that you have already identified during your work on the council. The inspection will
 - review the existing evidence and gather any necessary further evidence
 - undertake fieldwork of up to 5 days:
 - provide feedback to you and the council on its performance; and
 - provide judgments and evidence for your assessment

What do we expect of councils (the burden)?

3. We have significantly reduced the amount of preparation and other work that we expect from councils. Our basic expectation in this inspection is that councils should
 - provide a case-list to assist us in running our postal survey and another to help us to identify safeguarding issues
 - organise and facilitate up to five days of fieldwork activity,
 - 'host' the inspection team during fieldwork, and
 - provide comments on factual accuracy and rated judgements in draft reports, and
 - produce and implement an action plan
4. We have also eliminated the requirement for councils to complete a self-evaluation specifically for the inspection.

How will the evidence and findings be reported?

5. Councils will be given brief 'headline' feedback both in writing and in person within five working days of the end of fieldwork.
6. This will be followed by a completed report within 4 weeks. Reports will be brief and focused. They will contain
 - key findings and judgements mapped to the inspection themes,
 - rated judgements on delivery and capacity to improve, and
 - outcome focused recommendations directed at improving delivery and/or capacity.
7. Councils will have two weeks to comment on matters of factual accuracy and the rated judgements.
8. Reports will be finalised within nine weeks of the completion of fieldwork. There will be a right to make written representations on the rated judgements and in these circumstances reports will be finalised within 12 weeks of the end of fieldwork.

9. Reports will be to a standard format. They will be stand-alone documents but will be an extension of a council's most recent APA letter.

INSPECTION THEMES

INSPECTION THEME 1 (Core Theme) - People Are Safeguarded	
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 preventative 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 Protection Committees, 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.

INSPECTION THEME 2 - People Are Well Informed	
2.1	All people who need social care services and their carers are helped to understand how to stay healthy and maintain their emotional wellbeing. They are supported to do so through: <ul style="list-style-type: none"> • a full range of accurate and accessible information regarding healthy lifestyles, and • individual advice and support being readily available and fully accessible.
2.2	All people who need or who may need social care services have accessible and accurate information about services and service standards. Support in understanding this information is available on request.
2.3	All people who need or who may need social care services understand how to make a complaint/comment about social care services. Support in understanding and using the procedure is readily available.
2.4	Clear eligibility criteria for all services are published, accessible, and fair to all. The council has evidence of the impact of the application of the criteria on potential service users and is responding appropriately.
2.5	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.

INSPECTION THEME 3 - People Receive Personalised Services	
3.1	All referral, assessment, care planning and review processes are undertaken with respect for the person and in a timely manner.
3.2	People with urgent social care support needs outside normal working hours are appropriately supported.
3.3	All people who use services and their carers: <ul style="list-style-type: none"> • need to 'tell their story' only once in having their social care needs assessed; • have care plans that include clear accounts of planned outcomes; • know how to access any records kept about them; and • have been offered advocacy services.

3.4	The range of services is broad and is able to offer choices and meet preferences in all circumstances.
3.5	All people who use services are aware of the availability of self-directed services and are encouraged to take up these services; they are able to continue to live in the environment of their choice.
3.6	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.
3.7	All people are clearly assigned to a team or manager for assessment, care planning, and service delivery.
3.8	Care planning and service delivery are holistic and effectively identify and meet individual needs.

INSPECTION THEME 4 - People Have Access to Preventative Services

4.1	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: <ul style="list-style-type: none"> • meet people's care needs (appropriate to culture, religion, sexual orientation, gender and age); • minimise the impact of any disabilities; and • enable people to live their lives in the way they choose.
4.2	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.
4.3	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.
4.4	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.
4.5	Care managers refer on to relevant non-care managed services almost all people who need them.
4.6	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.

INSPECTION THEME 5 - People are Involved

5.1	All people who use services and their carers are supported in developing: <ul style="list-style-type: none"> • confidence in their ability to communicate, enabling them to say what they truly think; • confidence in their own abilities; • skills and qualifications; and • their ability to contribute to the workings of the wider community in culturally valued ways.
5.2	All people who use services and their carers have been actively involved in development work and planning and review of services. This work is well developed and embedded in council procedures and practice and the council can identify numerous changes which are directly attributable and have had significant positive consequences.
5.3	The council actively seeks ongoing feedback from people who use services and carers, as well as the wider community, using a range of media that enables most to participate. The council acts on this feedback and can demonstrate some quality changes, which have been welcomed.
5.4	All complaints, whether they are from the wider community or people supported through services, are handled promptly and courteously and action is taken where appropriate. The complainant is always kept informed.

INSPECTION THEME 6 - People Have Equal Access

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| 6.1 | The council has fully implemented all five levels of the race equality standard for local government and consistently measures its performance against the standards. |
| 6.2 | The council has published a Disability Equality Scheme. The scheme was put together after consultation with people who use services and is part of a wider strategy of tackling equalities and diversity issues. The council can demonstrate positive outcomes from the implementation of the strategy. |
| 6.3 | There is systematic and routine implementation and monitoring of the Disability Discrimination Act requirements and the council can demonstrate that it is meeting its responsibility in this regard. |

INSPECTION THEME 7 - People Benefit From Effective Partnership Working

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| 7.1 | The Council has well-developed, and consistent joint working arrangements with health partners and other relevant agencies or departments. |
| 7.2 | Single assessment processes have been fully planned and implemented and show a positive impact for all people who use services. |
| 7.3 | Joint working arrangements ensure that needs are considered holistically and services are assigned in effective partnership. |
| 7.4 | There is a clear protocol between the council and the PCT(s) covering continuing care. This is effectively implemented. Disputes are rare and are dealt with effectively and do not adversely affect anyone who needs care. |