

CABINET

21 DECEMBER 2010

ANNUAL PERFORMANCE ASSESSMENT – ADULT SOCIAL CARE

Portfolio Holder Councillor Tom Mason, Adult Services

Report from: Rose Collinson, Director of Children and Adults

Author: Preeya Madhoo, Performance Manager for Adult
Social Care

Summary

The purpose of this report is to inform Cabinet formally of the outcome of the Annual Performance Assessment of Adult Social Care in Medway for 2009/10, undertaken by the regulator, the Care Quality Commission.

1. Budget and Policy Framework

- 1.1 The Care Quality Commission requires that a report is taken to a meeting of the Council's Executive (i.e. Cabinet) within two months of the publication of the ratings, i.e. by 31 January 2011, and that it will be made available to the public and to the Council's appointed auditor.

2. Background

- 2.1 The Care Quality Commission is the regulator of the Council's Adult Social Care services. They conduct an annual review of performance against over 50 performance indicators. The review considers statutory returns, the results of any inspections completed within the assessment year and the Council's Leadership and Use of Resources assessment (called, as a combined judgement, "Capacity To Improve").
- 2.2 Provisional judgements are moderated against all other councils with Adult Social Care responsibilities and final judgements are published on 25 November 2010.
- 2.3 The notification of performance ratings for Adult Social Care services and the Annual Performance Assessment report are attached as appendices 1 and 2 to the report.

3 Advice and analysis

3.1 Judgements are made against the 7 outcomes for adults which provided the framework for the White Paper “Our Health, Our Care, Our Say” (2006); and then of Medway Council’s “Capacity to Improve” which combines assessment of leadership with assessment of commissioning and use of resources.

Overall Grade Awarded for Delivery of Outcomes	Performing Well
Delivering Outcomes	Grade Awarded
Improved health and emotional well-being	Performing Well
Improved quality of life	Performing Well
Making a positive contribution	Performing Well
Increased choice and control	Performing Adequately
Freedom from discrimination or harassment	Performing Well
Economic well-being	Performing Well
Maintaining personal dignity and respect	Performing Well

3.2 The performance grades used by the Care Quality Commission are Poor, Adequate, Performing Well and Excellent. The definition of Performing Well is - **A service that consistently delivers above minimum requirements for people, is cost-effective and makes contributions to wider outcomes for the community.**

3.3 Medway Council has retained the same overall performance grade from last year, but with an improved rating for Outcome 7, Maintaining Personal Dignity and Respect, from Adequate to Performing Well. This is significant in that this is the outcome that relates to safeguarding vulnerable adults. Medway Council has the lead responsibility for safeguarding within the Medway area.

3.4 In our Adult Social Care comparator group, 4 Councils have been rated as Excellent, and 12 Councils have been rated as Performing Well in 2009/10.

3.5 Examples of strengths in service performance acknowledged by the Care Quality Commission are outlined below:

- The leadership of Adult Social Care has been strengthened by the appointment of the permanent Assistant Director of Adult Social Care and a dedicated Performance Manager. This has enabled the council to improve service development and performance management.
- There is evidence of a strong partnership between Medway Council and the NHS locally, with a commitment to strengthen this relationship further. Increasing numbers of services are being delivered jointly.
- The council’s commissioning of care services is well informed and makes use of up to date information from the Care Quality Commission. The quality of the services that the council is using has improved and is now top of the comparator group.
- Vulnerable people who use services in Medway are receiving an improved level of protection following the council’s review of its recording and

management of safeguarding referrals. There has also been an increase in the amount of safeguarding training provided by Medway Council to the social care sector locally and to partner agencies. The council has undertaken work with the police to reduce the incidence of hate crime against vulnerable people in the Medway area.

4 Update on progress

4.1 Good progress has been made in the following key areas which were identified for development:

4.2 Maintaining personal dignity and respect

This outcome has an improved rating of Performing Well. Safeguarding referrals are well managed within Medway and intelligence is used to manage risk.

There is a joint Kent and Medway Adults Safeguarding Board that ensures that common safeguarding procedures are followed with partners. Adult Social Care has strong links with the Medway Safeguarding Children Board and this helps to ensure that the interests of children of people who use Adult Social Care services are protected. The council shares with its partners lessons learned from safeguarding incidents and has updated its Safeguarding Vulnerable Adults Policy to include the victims of hate crime and anti-social behaviour

Best Interest Assessors receive regular training and supervision of their work in order to ensure that there is consistency of approach and good decision making in Best Interest Assessments. These are critical elements of how we implement the Mental Capacity Act and Deprivation of Liberty Safeguarding in Medway.

Increased choice and control

This outcome has maintained a rating of Adequate.

The Care Quality Commission has acknowledged that the transformation of Adult Social Care is an integral part of the council's overarching core values of putting customers at the centre of everything that the council does whilst achieving value for money. They note that Medway Council modestly exceeded the national target last year. However, they have indicated that although the numbers of people receiving their care through self directed support is increasing, it is not increasing at the same rate as in similar councils and they would wish to see the pace of progress improve.

Additional resources have been directed towards this work and the Putting People First Milestones have been embedded as a priority for 2010/11.

5. Director's comments

5.1 The Annual Performance Assessment is a robust, objective and fair performance judgement, noting areas of achievement and areas for development. The Director would like to acknowledge the commitment and efforts of staff to achieve good outcomes for service users and family carers. Working in partnership with service users, carers, NHS colleagues and the independent sector will continue to be a feature in the journey of transformation of Adult Social Care. Staff at Medway Council are committed to improving the service by listening to the views of people using our services and their family carers.

5.2 The Regulator’s report provides a good foundation to continue to develop services, in partnership, so that our service users are safe and cared for and supported to have the very best quality of life possible.

6. Financial and legal implications

6.1 The report and its attached appendices summarise outcome of and progress made against the Annual Performance Assessment for 2009/10. As such there are no financial or legal implications to report.

7. Health and Adult Social Care Overview and Scrutiny Committee

7.1 The Health and Adult Social Care Overview and Scrutiny Committee are considering this report on 16 December 2010 and its views will be submitted to Cabinet via an addendum report.

8. Risk management

8.1 Risk management is an integral part of good governance. The Council has a responsibility to identify and manage threats and risks to achieve its strategic objectives and enhance the value of services it provides to the community.

Risk	Description	Action to avoid or mitigate risk
Performance	To maintain and improve performance within a challenging economic context and in the light of increasing demands which are partly due to demographic changes.	Working closely with partners to ensure local, cost effective solutions to assessed needs of service users; extending in partnership, particularly with the NHS and voluntary sector.
Staff retention	To retain a well trained, motivated and well functioning workforce, including retention of senior managers with the capacity to lead the transformation of Adult Social Care.	Ensuring clear vision with strong engagement of stakeholders and staff to ways of working, services and support to enable our citizens to have the quality of life they wish to have.

9. Recommendation

- 9.1 The Cabinet is asked to note the outcome of the Annual Performance Assessment of Adult Social Care in Medway, undertaken by the Care Quality Commission for performance year 2009/10 and note the progress made in the key areas identified for development.

10. Suggested reasons for decision

- 10.1 The Annual Review report has to be presented to a meeting of the Council's Executive (i.e. Cabinet).

Lead Officer contact

Preeya Madhoo, Performance Manager for Adult Social Care x1042

Background papers

None

Appendices:

1. CQC APA letter – Medway (2)
2. Annual Performance Assessment Report

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4th October 2010

EMBARGOED UNTIL 25 NOVEMBER 2010

Assessment of Commissioning for Medway council 2009/10: Results

Dear Director

The enclosed Assessment of Performance (AP) report outlines the findings of the 2009/10 commissioner assessment process for your council. Thank you for the information you provided to support this process, and for the time made available by yourself and your colleagues to discuss relevant issues.

The grades outlined in the AP report are an overall grade for delivering outcomes and a separate grade for each of seven outcomes. There is a commentary on the two domains of *Leadership*, and *Use of resources and commissioning*.

Also attached are

- The Quality Assurance & Moderation summary for your council, which provides a record of the process of consideration by CQC.
- The form recording your council's factual accuracy comments and CQC's response.



We expect you, as The Director of Adult Social Services, to present the AP report to an open meeting of the relevant executive committee of the council by 31 January 2011 and to inform us of the date this will take place. Your council should make the AP report available to members of the public at the same time, and must copy this grading letter and report to the council's appointed auditor.

The grades we use are:

ADULT SOCIAL SERVICES ASSESSMENT OF PERFORMANCE 2009/10 :Medway Towns	Descriptor
Grade 4: (Performing excellently) People who use services find that services deliver well above minimum requirements	A service that overall delivers well above minimum requirements for people, is highly cost-effective and fully contributes to the achievement of wider outcomes for the community.
Grade 3: (Performing well) People who use services find that services consistently deliver above minimum requirements	A service that consistently delivers above minimum requirements for people is cost-effective and makes contributions to wider outcomes for the community.
Grade 2: (Performing adequately) People who use services find that services deliver only minimum requirements	A service that delivers only minimum requirements for people, but is not consistently cost-effective nor contributes significantly to wider outcomes for the community.
Grade 1: (Performing poorly) People who use services find that services do not deliver minimum (performing adequately) requirements	A service that does not deliver minimum requirements for people, is not cost-effective and makes little or no contribution to wider outcomes for the community.

ADULT SOCIAL CARE PERFORMANCE JUDGMENTS FOR 2009/10

Overall Grade Awarded for Delivery of Outcomes	Well
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Delivering Outcomes	Grade Awarded
Improved health and emotional well-being	Well
Improved quality of life	Well
Making a positive contribution	Well
Increased choice and control	Adequate
Freedom from discrimination or harassment	Well
Economic well-being	Well
Maintaining personal dignity and respect	Well

The AP report sets out progress on areas of good performance, areas of improvement over the last year and areas which are priorities for improvement. Where appropriate it also identified any follow up action CQC will take.

CQC will publish your council grading and AP report at <http://www.cqc.org.uk/findcareservices.cfm> on Thursday 25 November 2010.

Yours sincerely



Roxy Boyce

Regional Director, Care Quality Commission
C.c. Chief Executive

Care Quality Commission

Assessment of Performance Report 2009/10

ADULT SOCIAL SERVICES ASSESSMENT OF PERFORMANCE 2009/10: Medway Council

Contact Name	Job Title
Carol Williams	Compliance Manager
<p>The report will produce a summary of the performance of how the council promotes adult social care outcomes for people in the council area. The overall grade for performance is combined from the grades given for the individual outcomes. There is a brief description below – see Grading for Adult Social Care Outcomes 2009/10 in the Performance Assessment Guide web address below, for more detail.</p> <p>Performing Poorly - not delivering the minimum requirements for people. Performing Adequately - only delivering the minimum requirements for people. Performing Well - consistently delivering above the minimum requirements for people. Performing Excellently - overall delivering well above the minimum requirements for people.</p> <p>We also make a written assessment about</p> <p>Leadership and Commissioning and use of resources Information on these additional areas can be found in the outcomes framework To see the outcomes framework please go to our web site: Outcomes framework You will also find an explanation of terms used in the report in the glossary on the web site.</p>	

2009/10 Council APA Performance

Delivering outcomes assessment Overall council is:	Well
Outcome 1: Improved health and well-being	Well
Outcome 2: Improved quality of life	Well
Outcome 3: Making a positive contribution	Well
Outcome 4: Increased choice and control	Adequate
Outcome 5: Freedom from discrimination and harassment	Well
Outcome 6: Economic well-being	Well
Outcome 7: Maintaining personal dignity and respect	Well

Council overall summary of 2009/10 performance

The Care Quality Commission has agreed to carry forward the judgement awarded for **outcomes 1 2, 3, 5 and 6** from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self declaration that it is continuing to perform “**well**” in 2009/10 for these outcomes.

The council has increased its leadership capacity with the appointment of a permanent Assistant Director of Adult Social Services and the appointment of a dedicated performance manager. This has enabled the council to improve its recording and use of data in the development of services. It is expected that this will have a greater impact over the next performance year. In addition, a strong partnership exists between the NHS and Medway council and there is a commitment to strengthen this relationship further in order to further combine resources and provide joint services. This will assist the council and its partners to deliver services whilst addressing financial pressures.

The transformation of social care in Medway is an integral part of the council’s overarching core values of putting customers at the centre of everything that the council does whilst achieving value for money. As part of its work to prepare for the personalisation agenda, the council has completed its first phase of workforce restructure in Adult Social Care. The council has laid the foundations for a robust structure to implement self directed support. Although the numbers of people receiving their care through self directed support is increasing, it is not increasing at the same rate as in similar councils.

The council is well informed about the quality of the local social care services that it purchases and this means that most people receive services which are safe and of a good quality. The council has taken steps to begin to prepare the local social care market for personalisation and the potential changes in the service model.

Vulnerable people who use services in Medway can expect an improved level of protection following the council’s review of its recording and management of safeguarding referrals. There has been an increase in the amount of safeguarding training provided to social care staff in the area, but there is still work to be done to bring performance in line with similar councils. In addition to this the council has undertaken work with the police to reduce the incidence of hate crime against vulnerable people in the Medway area.

Leadership

"People from all communities are engaged in planning with councillors and senior managers. Councillors and senior managers have a clear vision for social care. They lead people in transforming services to achieve better outcomes for people. They agree priorities with their partners, secure resources, and develop the capabilities of people in the workforce".

Conclusion of 2009/10 performance

Medway have a clear vision for transforming adult social care and have set this out in its Older People's Plan for 2009-2012 and the Carers Strategy 2009-14. Both of these policies were informed by feedback from people who use services and their carers.

The transformation of social care in Medway is an integral part of the council's overarching core values of putting customers at the centre of everything that the council does whilst achieving value for money. The whole council has identified 6 strategic priorities, including supporting older and vulnerable people to maintain their independence. Sustained progress is being made against the national Putting People First priorities for adult social care and the council is implementing the Valuing People agenda through its "Getting a Life" and "Shout Out" programmes.

A new Assistant Director for Adult Social Care has been appointed and is contributing to the strategic leadership for the transformation agenda. In addition, a new Adult Social Care Performance Manager has been appointed to improve the monitoring of quality within Adult Social Care. Both of these appointments have contributed to improved management information, which helps with the monitoring and shaping of services. The establishment of improved performance management will help the council to accurately monitor its progress towards the transformation of adult social care. Medway have also invested in the new "Care Director" IT system, which will help to make the value of data and information more accessible to staff and managers. Safeguarding data is being analysed to identify any trends and the formal recording of complaints has also improved.

The first phase of a workforce restructure in Adult Social Care has been completed in order to meet the transformation agenda

and this continues to be supported by regular training, conferences and briefings held to assist staff to deliver personalisation. Staff turnover remains at a good level and the numbers of days lost to sickness absence have fallen and are better than levels in similar councils. Vacant positions are being converted to new self directed support staff posts.

The focus of adult social care through the Transformation Board has been on embedding the transformation agenda into service delivery. Such changes have also taken in account the views of people who use services and their carers. Additional resources have been directed towards the Self Directed Support Team and the Putting People First Milestones have been identified as a priority for 2010/11. However the number of people accessing self directed support is lower than other councils although the council are assured that they will reach the national target for April 2011. In addition to this the number of carers receiving assessment, review and services has fallen since last year and is well below the levels in other similar councils.

Strategic planning is based upon the joint strategic needs assessment, feedback from people using services and the council's core aims of value for money and putting the "customers" at the heart of everything it does. The council's transformation agenda, including the aim for more self directed support for people, is closely linked with priorities agreed with its partners in the Local Area Agreement. In addition, other strategies have been developed following consultation with partners. For example the Joint Health and Social Care Strategy for Older People was developed with NHS Medway. Similarly, service users and other stakeholders have contributed to the development of a new Supporting People Strategy in 2010.

The council has identified the implications for the local social care market for both the ageing population and the changes resulting from the move towards more personalisation. There is recognition of the need to provide more extra care housing in the Medway area and plans are in place to provide an additional 100 homes by the end of 2011.

Key strengths

- A strong partnership exists between the NHS and Medway council and there is a commitment to strengthen this relationship, which is particularly important in the light of the current financial climate.
- The leadership of adult social care has been strengthened by the appointment of a permanent Assistant Director of Adult Social Care and a dedicated Performance Manager.
- The council has restructured its social care workforce in preparation for the new personalisation programme and vacant positions have been replaced with new self directed support staff.

Areas for improvement

- The council should continue to monitor the systems established to improve performance management to ensure that it is informing improvements that are relevant to the transformation of adult social care in Medway.
- The speed of implementation of self directed support continues to be relatively slow. The council believes that robust systems have been put in place in preparation for faster implementation in the future. The council should carefully monitor its progress in this area.

Commissioning and use of resources

"People who use services and their carers are able to commission the support they need. Commissioners engage with people who use services, carers, partners and service providers, and shape the market to improve outcomes and good value".

Conclusion of 2009/10 performance

An effective partnership exists between the NHS and Medway council and there is a commitment to strengthen this relationship further. Increasing numbers of services are being delivered jointly with the NHS and the partnership is developing a single approach to the difficult financial circumstances expected in the years ahead. The council is increasingly planning its future commissioning in consultation and conjunction with NHS Medway. There is a clear and realistic understanding of the need for both partners to work together in order to achieve new care models and avoid the unnecessary duplication of services.

Medway council and its partners have a good understanding of the health and social care needs of the local population. This includes an awareness of the need for additional provision of certain types of services, such as extra care housing, which the council has identified as a priority because of the increasing numbers of older people in the local population.

The council has developed its own services, to cater for the growing numbers of people with dementia. This has included the

redevelopment of Robert Bean Lodge into a care home for this group of service users. In addition, the council's Housing Department has worked with the Learning Disability Partnership Board to develop 20 new homes in Medway for people with learning disabilities and autism.

The council's purchasing of care services from the local market is well informed and it makes use of up to date information from the Care Quality Commission. Analysis of this information shows that over 80% of placements are in services rated as good or excellent by CQC. The quality of the services that the council is using has improved and is above average.

The council has analysed information on its spending on residential care, care management and for specific user groups. Despite some areas of relatively high spending, the council believes that it is providing good outcomes for people and is addressing the areas of high spending. There is a lower proportion of older people in long term residential care than in other areas, however the proportion of people with learning disabilities in long term residential care is twice as high as other similar councils. The council has commissioned external auditors to identify potential efficiencies, including within Adult Social Care. There is a recognition that some difficult decisions will need to be made in the future. The council has met the 3% efficiency targets for 2009/10.

Medway council have run a number of workshops for providers on personalisation and resilience, with a view to progressing the transformation agenda. This has included supporting care home managers to undertake leadership and management training in improving the quality of life for those people who are using care homes.

Key strengths

- The council's purchasing of care services from the local market is well informed and it makes use of up to date information from the Care Quality Commission. The quality of the services that the council is using has improved and is above average.
- The council is working with the independent sector to prepare the management for the transformation of adult social care in Medway.

Areas for improvement

- The proportion of people with learning disabilities in long term residential care has historically been much higher than in similar councils and the council should continue to explore ways to further reduce costs for this group of people and where appropriate, consider the use of self directed support to promote independence.

Outcome 1: Improving health and emotional well-being

“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to carry forward the judgement awarded for **outcome 1** from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self declaration that it is continuing to perform “**well**” in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 2: Improved quality of life

“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to carry forward the judgement awarded for **outcome 2** from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self declaration that it is continuing to perform “**well**” in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 3: Making a positive contribution

“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to carry forward the judgement awarded for **outcome 3** from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self declaration that it is continuing to perform “**well**” in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 4: Increased choice and control

“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.

Conclusion of 2009/10 performance

Medway offers a comprehensive range of information and advice to people to help them consider their options for support. The council's website contains information on how to access self directed support and provides an up to date Adult Social Care Handbook which contains relevant information on self directed care, including a DVD. People can also find information on the quality of local services such as homecare from the Handbook and also the council website, which directs them to Care Quality Commission reports. In addition, work has been undertaken with partners in the voluntary sector to provide specialist information and advice, for example for people with mental health needs such as dementia. An emergency card scheme is available for carers, which lets them create an emergency plan if they become ill or have an accident and they have access to a 24 hour telephone counselling service and 24 hour emergency support is now available to all people who use services and their carers.

Through close working between adult and children's social care teams, the council supports young people who are making the transition from children's to adult services with person centred transition planning. Care managers provide individual support and information on self directed support, education and housing. People with learning disabilities have access to a self advocacy group, which provides feedback to the council on the quality of the services that they receive. In addition to this the council has a new advocacy strategy 'My Say, My Way', which has been developed through feedback from people who use services and their carers. The council intends to implement this strategy during 2010/11 and it will ensure that all the different types of users of services receive the chance to have their voices heard.

There are now a growing range of support options available to people who use services in Medway, which includes the expansion of provision of self directed support. The council has restructured its social care workforce in preparation for the new personalisation programme. Medway are now offering everyone who accesses its services the opportunities to receive

personalised support. A resource allocation system has been developed and a Choice and Control questionnaire is used to establish the needs of people and provide them with a support plan and with a budget. This may be provided through the new “Medway Card”, a preloaded debit card containing a personal budget. The council believes that much of the preparation for the modernisation of services has been achieved. However, despite exceeding targets for the proportion of people supported through self directed support performance was much lower than in other similar councils. The council will need to accelerate its provision of self directed support in order to meet the national targets for April 2011. Also a much lower percentage of carers were receiving a direct payment or self directed support than in similar councils and the council should take steps to ensure that personal budgets and direct payments are provided to an increasing number of carers. The Carer’s Board with oversight of the needs and priorities of carers has an important role to play in this.

The new range of support options includes support for people with learning disabilities to access mainstream services after the closure of Greatfield Lodge day centre. Carers have received professional support and counselling and the council plans to promote this service more widely. However, despite the increased range of support options for people in Medway, evidence suggests that fewer people are accessing some important services. For example there is evidence that the number of people with a learning disability in employment in Medway has fallen and is approximately half that of similar councils. It is recognised that the current economic climate will have some impact on the availability of employment for people with learning disabilities, but the council should continue to explore ways in which it can increase employment opportunities and also encourage other local employers to provide employment for people with learning disabilities.

Similarly the national indicator for carers services shows that less carers received needs assessments, reviews or services from the council than last year, which is well below the performance of other councils. Medway has reported difficulty in evidencing formal reviews for carers as a reason for this relatively low performance. The council should continue to improve its recording of information relating to adult social care.

There has been a marked increase in the number of complaints about adult social care that the council has officially received. However, after review by CQC in 2009, the council has improved its recording of complaints, which is the likely cause for the large increase.

Key strengths

- The council has now a robust system to record complaints about adult social care, which will help them to respond to issues raised by people who use the council's services.
- The council has established the framework for delivering self directed support to an increasing number of people. This has been established in conjunction with Health and Housing partners.

Areas for improvement

- Medway council have made progress in their move to provide self directed support, but the council will need to increase its momentum in order to reach the national targets for 2010/11 due to the council's relatively slow progress in 2009/10.
- The proportion of carers receiving a needs assessment or review and a specific carer's service, or advice and information is very low when compared to other councils. The council should take action to increase needs assessment and review and to make carers more aware of the range of options available to them.
- The number of adults with learning disabilities in employment has fallen and the rate is half the average for similar councils. The council should analyse the reasons for this and consider options to increase employment opportunities for younger adults with learning disabilities.
- The council should continue to improve its recording of information relating to adult social care.

Outcome 5: Freedom from discrimination and harassment

“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to carry forward the judgement awarded for **outcome 5** from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self declaration that it is continuing to perform “**well**” in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 6: Economic well-being

“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.

Conclusion of 2009/10 performance

The Care Quality Commission has agreed to carry forward the judgement awarded for **outcome 6** from the 2008/09 year into the 2009/10 assessment. The council has confirmed, through self declaration that it is continuing to perform “**well**” in 2009/10 for this outcome. CQC will continue to monitor this performance.

Key strengths

Areas for improvement

Outcome 7: Maintaining personal dignity and respect

“People in the council area have good physical and mental health. Healthier and safer lifestyles help them lower their risk of illness, accidents, and long-term conditions. Fewer people need care or treatment in hospitals and care homes. People who have long-term needs and their carers are supported to live as independently as they choose, and have well timed, well-coordinated treatment and support”.

Conclusion of 2009/10 performance

The council aims to safeguard people from all forms of abuse and has structures in place to deliver this as far as is possible. There is a joint Kent and Medway Adults’ Safeguarding Board that ensures that common safeguarding procedures are followed with partners. Adult services have strong links with the Medway Safeguarding Children Board and this helps to ensure that the interests of the children of people who use adult services are protected. The council shares with its partners any lessons learned from safeguarding incidents and has updated its Safeguarding Vulnerable Adults Policy to include the victims of hate crime and anti-social behaviour.

When incidents of suspected abuse are reported to the council, it responds to them quickly. However, there is evidence to show

that a significant number of safeguarding cases were not being officially closed in a timely way. The council centralised its safeguarding referrals process during the year in order to improve its response times and monitoring of the casework. The council stated that the previous system was too bureaucratic, which led to shortfalls in the recording of the completion of cases. The council has now addressed this and monitors all safeguarding cases to ensure that they are addressed and closed within required timeframes. The impact of these changes are as yet unclear.

The council has continued to work with its partners to raise awareness of safeguarding issues across health and local authority services. However there has not been a significant increase in the number of safeguarding referrals to the council. Much of the work that the council has done has concentrated on highlighting safeguarding issues for its own staff and partners. As a result of this there has been a doubling of referrals from partner agencies, including the police, the NHS and housing services. The council is aware of the need for greater publicity of safeguarding issues and launched a publicity campaign in June 2010. It is expected that this will lead to an increase in safeguarding referrals in 2010/11.

Medway has an extensive programme for the training of staff in the safeguarding of vulnerable adults. Staff across the council received basic safeguarding training awareness via e-learning, courses and briefings. The council ensures that this training is effective through the use of service user and carer feedback. There has also been an increase in the numbers of adult social care staff that have had training to identify and assess risks to vulnerable adults. However, this still remains lower than the average in similar councils and the council should take steps to rectify this. The council has identified workforce development as a priority for 2010/11, including a range of safeguarding training and workshops for staff. Staff in the independent sector received training through the Medway College of Social Care and the numbers of staff trained has increased since last year and is in line with other similar councils.

The council and its partners are aware of the need to monitor and evaluate the outcomes of investigations and have improved practice as a result of learning from investigations. For example, the council undertook a case file audit that highlighted the need for changes in the administration of safeguarding cases. This resulted in new training for staff in both health and social care settings and the use of standardised alert forms. Deprivation of Liberty Best Interest Assessors receive regular training and feedback on their work in order to help to ensure that there is consistency and standard decision making for Best Interest Assessments.

The council's monitoring of the quality of the care home and home care services that it uses has resulted in positive outcomes for people. The quality of care homes and home care services is consistently higher than average when compared to services in other similar areas.

Key strengths

- Safeguarding data is being analysed to identify any trends and the formal recording of complaints has also improved. This included an analysis and audit of the council's own internal safeguarding systems and practices.
- There are strong links with the Medway Safeguarding Children Board and the council ensures that attention is paid to children of some service user groups, such as adults with drug and alcohol problems, mental health and learning disabilities.
- The council has updated its Safeguarding Vulnerable Adults Policy after the Pilkington Serious Case Review to include victims of hate crime and anti-social behaviour.
- Deprivation of Liberty Best Interest Assessors receive regular training and feedback on their work in order to help to ensure that there is consistency and standard decision making for Best Interest Assessments.

Areas for improvement

- The percentage of adult social care staff that had training to identify and assess risks to vulnerable adults has improved this year, but still remains below the average for similar councils.
- The council has improved their recording of safeguarding referrals within the year and has reported that significant improvement has been made. There is evidence to show that a significant number of safeguarding cases were not being officially closed in a timely way. The council should continue to closely monitor the rate of safeguarding case completions.