

HEALTH AND WELLBEING SCRUTINY COMMITTEE March 2010

UPDATE ON POLICY REVIEW RECOMMENDATIONS – ‘QUALITY COMMISSIONING FOR VULNERABLE ADULTS’

Report of the Director of Health, Housing and Adult Services

Strategic Priority – Healthy City

Corporate Improvement Priorities:

CIO1 – Delivering customer focussed services

CIO3 – Efficient and Effective Council

1. Why has the report come to the Committee?

- 1.1 To update the Committee on progress against the policy review recommendations, from the Quality Commissioning for Vulnerable Adults Policy Review 2007/08.

2. Background

- 2.1 In 2007/08, Members agreed that the policy review ‘Quality Commissioning for Vulnerable Adults’ would focus on identifying strengths and weaknesses of the social care commissioning process (at both a service and individual level of commissioning).
- 2.2 The report presented **21 Recommendations** for the Directorate to take forward, at the March 2009 Meeting, **10** recommendations were closed; and a further **3** recommendations were closed at the September 2009 meeting.

3. Progress against the Remaining Policy Review Recommendations

- 3.1 The following sets out the recommendations from the Committee, alongside progress to date on each recommendation.

Recommendation 7: To consider implementing more formal partnership arrangements to support a number of existing informal arrangements, to ensure that services are developed appropriately.

Progress: The joint commissioning framework group (LA/PCT Commissioners) continues to meet and progress the agreed work programme. Formal arrangements known as Section 256 arrangements have been put in place regarding the monies given to the LA from the PCT for the delivery of services that maximise health improvements. This involves a memorandum of agreement and governance arrangements are now in place.

Recommendation 9: To consider how the Council can support smaller Third Sector organisations to build capacity, in order that there is an appropriate mix of providers in the market.

Progress: Work continues from the Strategic Commissioning Team to build capacity amongst the third sector. At the moment, focus has been given to supporting third sector organisations interested in health and social care to participate in the area committee arrangements, especially in relation to meeting priorities identified in Healthy City Area Plans.

Recommendation 10: To ensure that services provided via direct payments and individual budgets are properly monitored in future.

Recommendation 11: To communicate how services commissioned via direct payments and individual budgets will be monitored.

Progress: A framework for monitoring direct payments/individual budgets continues to be developed, as the roll-out of personal budgets continues. Discussions are taking place with CQC Regulators around how the regulation of services will be changing to meet the personalisation agenda.

Recommendation 12: Give thought to ways of meeting the additional responsibilities of quality monitoring and developing appropriate systems.

Progress: Quality Standards for Care Homes have now been implemented; and quality standards for home care are close to completion. The contractual arrangements for home care services will include the need to comply with these standards; and monitoring will be built into both the assessment process and the ongoing contract management.

Recommendation 13: To consider ways of capturing the knowledge of the voluntary sector to inform judgements and decision-making, with appropriate systems.

Progress: Provider Forums have been reviewed and will be used as a mechanism for capturing knowledge from the voluntary and independent sectors, in order to improve future commissioning.

Care Management and Assessment Recommendation 1: To consider allocating a single point of contact for service users and their families who could assist with queries, chasing payments and other service issues to ease the burden on the carer

Progress: The Call Handling Team continues to operate a single point of contact for HHAS. The work of the Call Handling Team is monitored on a weekly basis by the team manager and is reported to the Business Manager of the service on a weekly basis. This allows the directorate to

monitor activity and review any processes, if necessary. In relation to responding to calls, the average, for the last six months, of calls answered is 90 – 95%.

Care Management and Assessment Recommendation 2: To examine the review process to ensure it is working in a timely and effective manner, both to identify changes in care needs and information needs

Progress: The review of the overall care management and assessment process across the Directorate is progressing well; with an implementation date of April 2010 for the revised processes. This process includes a review of the existing review processes.

4. Recommendations

4.1 It is recommended that the Scrutiny Committee:

- Receive this report for information, in line with the monitoring arrangements in place.
- Agree if future reporting is needed in the new municipal year

5. Background Papers

Quality Commissioning for Vulnerable Adults - Policy Review Report 2007/08

Sharon Lowes
Strategic Commissioning Manager
March 2010
Sharon.lowes@sunderland.gov.uk
566 1839