

**CARE QUALITY COMMISSION (CQC) –CQC SERVICE IMPROVEMENT PLAN
(SAFEGUARDING ADULTS AND CHOICE AND CONTROL FOR OLDER
PEOPLE)**

**REPORT OF THE EXECUTIVE DIRECTOR OF HEALTH, HOUSING and
ADULT SERVICES**

STRATEGIC PRIORITIES: SP2: Healthy City.

**CORPORATE PRIORITIES: CIO1: Delivering Customer Focused Services,
CIO4: Improving Partnership Working to Deliver ‘One City’.**

1. Purpose of the Report

- 1.1 The purpose of the report is to present to Members, the CQC Improvement Plan for Health, Housing and Adult Services following the Service Inspection that took place in January 2010.

2. Background

- 2.1 At July’s Scrutiny Committee, the results of the service inspection were shared with Members. CQC identified Choice & Control (for older people only) as the main area for inspection, together with a mandatory inspection of safeguarding arrangements for vulnerable adults, as well as reviewing the Directorate Capacity to Improve.
- 2.2 As previously reported, CQC considered Sunderland is performing adequately in relation to Choice and Control for older people and Safeguarding. It is also considered Sunderland has promising prospects for improvement.
- 2.3 The 20 recommendations for improvement have been presented to Cabinet, and as part of the process for responding to the inspection, the CQC Improvement Plan has been developed.

3. Current Position

- 3.1 The CQC Improvement Plan (Appendix 1) sets out the 20 improvement areas, detailing the specific actions and timeframes that have been identified as central to meeting the overall improvement areas.
- 3.2 During the inspection, the Inspection Team visited the Council to gather evidence and explore issues during their 2 week fieldwork visit. The Inspectors shared key messages throughout their visit, which allowed

for some of the actions outlined in the Improvement Plan to start being implemented.

- 3.3 There are some actions within the Improvement Plan that were already being taken forward as the directorate had recognised that these areas needed improving prior to the Inspection.
- 3.4 Work has now commenced on all specific actions, as evident through the CQC Improvement Plan; with some actions now completed.

4. Conclusion

- 4.1 It is recognised that the directorate needs to continue implementing the CQC Improvement Plan, in order that we continue to improve and strengthen our role in safeguarding and providing choice and control for older people.

5. Recommendation

- 5.1 It is recommended that Members:
 - Receive the report and CQC Improvement Plan for information
 - Are reassured that actions have been and will continue to be progressed
 - Will receive further updates at future meetings.

6. Background Papers

Cabinet Report 24 June 2010 Care Quality Commission (CQC) – Results of a CQC service inspection of safeguarding adults and choice and control for older people