



Leicester
City Council

Wards affected
All

Cabinet
Health and Social Care Scrutiny Committee

24th January 2005
9th February 2005

INSPECTION OF OLDER PEOPLE'S SERVICES

Report of the Service Director – Older People

1. Purpose of Report

This report outlines the format and preparations for the forthcoming review of Older People's Services.

2. Recommendations

Members are recommended to:

- 2.1 Note the new format for the inspection outlined in this report.
- 2.2 Note the actions being taken to prepare for the inspection.

3. Background information

3.1 The Council has been notified of an inspection of Social Care and Health's services for Older People, including those with mental health problems, which will be undertaken by the Commission for Social Care Inspection (CSCI) in March 2005.

3.2 This inspection will now become part of a new, joint inspection of Older People's services in Leicester City looking specifically at the services provided by:

- Social Care and Health
- Other City Council Departments
- The two City Primary Care Trusts
- University Hospitals of Leicester
- East Midlands Ambulance Trust
- NHS Direct East Midlands
- Leicester Partnership Trust

The inspecting bodies are:

- The Healthcare Commission (HC) – lead reviewer
- Audit Commission (AC)
- Commission for Social Care Inspection (CSCI)

In addition, the joint review team has commissioned King's College, London to gather the views of older people and voluntary sector providers in the city and this will be integral to the review.

- 3.3 Members of the review team will be based in New Walk Centre for the duration of the inspection which commences on 25th January with a health focus leading into CSCI's scrutiny of Social Care and Health from 28th February and the review is scheduled to finish on 11th March.
- 3.4 The inspection will focus on all aspects of vision, strategy, planning and service delivery as well as resources and management. Specifically, inspectors will focus on the city's performance in implementing the National Service Framework for Older People and the development of a Council city-wide well being agenda.
- 3.5 The review process will be informed by:
- Self assessment statements and supportive evidence submitted by all agencies on 17th December 2004.
 - User and carer questionnaires and interviews
 - Consultation and interviews with partners and stakeholders – ie private and voluntary sector providers.
 - Interviews with lead Members and officers
 - Previous inspections and performance data.
- 3.6 The review will contribute to the Council's Corporate Performance Assessment (CPA) and Social Care and Health 's Annual Performance 'Star' Ratings.
- 3.7 A formal report and feedback will be made to Committee by the review team in the summer or early autumn.
- 4. Inspection Preparation Process**
- 4.1 A small Project Team has been established to co-ordinate arrangements for the review and the interface with health and other Council Departments.
- 4.2 Briefings have been given to Council staff and arrangements are in hand to provide further information to all who may be involved in the inspection process once the review team have confirmed their requirements.

4.3 Examples of good practice are being collated to present to the review team which evidence positive relationships with partner agencies and our commitment to improving services for older people and their carers.

5. Summary

This review of Older People’s services represents an opportunity to further demonstrate Social Care and Health’s current rating of ‘excellent’ prospects in meeting the needs of older people and the Council’s broader commitment, with partner agencies, to positively progress the well being agenda for the city’s residents.

6. Financial and Legal Implications

6.1 No financial implications arise from this report. (Colin Sharpe, Head of Finance Ext 8800)

6.2 There are no direct legal implications arising from this report. (Guy Goodman, Assistant Head of Legal Services Ext 7054)

7. Other Implications

This report is exclusively concerned with older people.

| OTHER IMPLICATIONS | YES/NO | Paragraph References |
|-------------------------------|----------|-----------------------|
| Equal Opportunities | Y | Throughout the report |
| Policy | N | |
| Sustainable and Environmental | N | |
| Crime and Disorder | N | |
| Human Rights Act | N | |
| Elderly/People on Low Income | Y | Throughout the report |

8. Report Author

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DECISION STATUS

| | |
|--------------------------------------|---------|
| Key Decision | No |
| Reason | N/A |
| Appeared in Forward Plan | No |
| Executive or Council Decision | Cabinet |