

Leicester  
City Council

**WARDS AFFECTED**  
**(City-wide)**

**Cabinet**

**5<sup>th</sup> September 2005**

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**Joint Inspection of Services to Older People – Action Plans**

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**Report of Corporate Director, Social Care and Health Department**

**1. Purpose of Report**

- 1.1. This report provides copies of the action plans produced in response to the recommendations made in the recent joint inspection of Older People's services.

**2. Summary**

- 2.1 The joint inspection took place from 31 January 2005 – 11 March 2005. It was conducted by the Healthcare Commission (HCC) as lead agency together with the Commission for Social Care Inspection (CSCI) and the Audit Commission.
- 2.2 The purpose of the inspection was to provide a judgement about how local health and council partners were working together to deliver the National Service Framework for Older People. Additionally, CSCI would provide their judgement of the Social Care and Health Department, in relation to how well older people were served by the Social Care and Health Department and the Departments prospects for improvement into the future.
- 2.3 The inspection report was published on June 21<sup>st</sup>. The report is provided firstly as a joint inspection report and secondly as an appendix included from CSCI specifically for the Social Care and Health Department. This has led to the provision of two Action Plans addressing the joint report and the appendix relating to the Social Care & Health Department. The judgement made by CSCI was that most older people were served well by the Social Care and Health Department and its prospects for improvement were excellent.
- 2.4 The Inspectors provided this report and its findings to the Social Services Scrutiny Committee on 3 August 2005.

### 3. Recommendations

Members are asked to:-

- I. Note the outcome of the joint inspection and thank all officers in Council departments and external organisations who are involved in providing services for older people.
- II. Commend the Social Care and Health Department for its services to older people, noting the excellent rating resulting from the inspection.
- III. Endorse the action plans (attached as appendices 1 and 2) developed to address the recommendations of the inspection
- IV. Receive a further report in early 2006, updating on progress with the action plans.

### 4. Headline Financial and Legal implications

#### 4.1 Financial

Given the positive findings of the inspection, the direct financial implications should be limited. A number of the points on the Action Plan will require officer time, which will need to be managed as far as possible within existing staffing levels. However, some of the recommendations may need additional funding, such as reducing waiting times for certain day services. These costs will need to be scoped in detail as work on the Action Plan progresses, and Members will be asked to consider funding in the annual budget process if the costs cannot be contained within existing resources  
(Colin Sharpe, Head of Finance, SC&H – Ext 8800)

#### 4.2 Legal

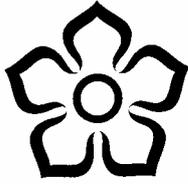
There are no legal implications arising from this report.  
(Guy Goodman, Assistant Head of Legal Services – Ext 7054)

### 5. Author/Officer to Contact

Ruth Lake, Interim Service Director Older People, Social Care & Health Department, Tel. 0116 2528302

### **DECISION STATUS**

|                                      |                     |
|--------------------------------------|---------------------|
| <b>Key Decision</b>                  | No                  |
| <b>Reason</b>                        | N/A                 |
| <b>Appeared in Forward Plan</b>      | N/A                 |
| <b>Executive or Council Decision</b> | Executive (Cabinet) |



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**SUPPORTING INFORMATION**

**1. Report**

1.1 Inspection methodology

This was the first time in which the three inspection bodies had worked jointly, to conduct a broad 'community review'. The partnership model reflects the emphasis of the inspection on partnership working between Health agencies, the Council and Social Care & Health Department specifically.

1.2 The agencies inspected were:-

- Leicester City West, Primary Care Trust
- Eastern Leicester, Primary Care Trust
- Leicester City Council and with that Social Care and Health Department
- University Hospitals, Leicester
- Leicester Partnership Trust for Mental Health
- East Midlands Ambulance Service
- NHS Direct, East Midlands

1.3 Social Care and Health Department were the specific focus of CSCI within the joint methodology, with CSCI conducting their usual two week programme of close scrutiny. It should be noted that SC&H Department were inspected in relation to services to people over 65 years, whilst the broader joint inspection focused on people 50 plus years of age. This reflects the wellbeing and independence agendas of UCC and the Audit Commission in relation to the wider Council functions.

1.4 Kings College London conducted a listening week in January 2005, holding large consultative events with older citizens and with voluntary and community representatives.

They also conducted surveys and individual interviews. Their information provided the joint inspection team with feedback on the citizen/community experience of health and social care services.

- 1.5 The Primary Care Trusts, University Hospitals Leicester, the City Council and Leicester Partnership Trust submitted self assessments in December 2004, together with a range of supporting documentation. These were used by the inspection team to develop a hypotheses about Leicester's performance and to identify areas where this would be tested out, through the on-site inspection methodology.

## **2. Inspection Findings**

The inspection report was published on June 21<sup>st</sup> 2005. The report is provided as a joint inspection report and an appendix included from CSCI specifically for the Social Care and Health Department.

- 2.1 The judgement given by CSCI of the SC&H Department, of serving most people well, with excellent prospects for improvement, is a 3 star judgement. This reflects the continued and sustained improvements that have been made within services for older people as enhanced by performance indicators and other qualitative and quantitative data. A total of ten recommendations were made for future improvement. An action plan has been produced to address these and monitor progress on the points raised (see appendix 1)
- 2.2 The joint element of the report concluded that Leicester had made progress in the provision of services to older people; however, there is room for further improvement in the way that agencies plan and deliver services. It was noted that leaders in health and social care organisations have a commitment to improve services. The development of a joint strategic approach to older persons services is a key theme, together with specific recommendations about aspects of the delivery of the National Service Framework for Older People.
- 2.3 Recommendations made for future improvement form the basis of the community wide action plan, that has been developed to drive forward positive joint action in the areas identified by the inspection team. The action plan will be overseen by the Direction of Travel, for the Elderly Group chaired by Rob McMahon, Chief Executive of Leicester City West Primary Care Trust. (see appendix 2)

## **3. Financial legal and other implications**

- 3.1 Financial

These are dealt with in paragraph 4.1 of the report.

### 3.2 Legal

These are dealt with in paragraph 4.2 of the report.

### 3.3 Other implications

| OTHER IMPLICATIONS            | YES/NO | Paragraph Within Supporting information | References |
|-------------------------------|--------|---|------------|
| Equal Opportunities           | Yes    | Throughout                              |            |
| Policy                        | No     |   |            |
| Sustainable and Environmental | No     |   |            |
| Crime and Disorder            | No     |   |            |
| Human Rights Act              | No     |   |            |
| Elderly/People on Low Income  | Yes    | Throughout                              |            |