

Leicester City Council
Scrutiny Review

'End of Life Social Care'

A review of the Adult Social Care Scrutiny Commission

July 2016

Background to scrutiny reviews

Determining the right topics for scrutiny reviews is the first step in making sure scrutiny provides benefits to the Council and the community.

This scoping template will assist in planning the review by defining the purpose, methodology and resources needed. It should be completed by the Member proposing the review, in liaison with the lead Director and the Scrutiny Manager. Scrutiny Officers can provide support and assistance with this.

In order to be effective, every scrutiny review must be properly project managed to ensure it achieves its aims and delivers measurable outcomes. To achieve this, it is essential that the scope of the review is well defined at the outset. This way the review is less likely to get side-tracked or become overambitious in what it hopes to tackle. The Commission's objectives should, therefore, be as SMART (Specific, Measurable, Achievable, Realistic & Time-bound) as possible.

The scoping document is also a good tool for communicating what the review is about, who is involved and how it will be undertaken to all partners and interested stakeholders.

The form also includes a section on public and media interest in the review which should be completed in conjunction with the Council's Communications Team. This will allow the Commission to be properly prepared for any media interest and to plan the release of any press statements.

Scrutiny reviews will be supported by a Scrutiny Officer.

Evaluation

Reviewing changes that have been made as a result of a scrutiny review is the most common way of assessing the effectiveness. Any scrutiny review should consider whether an on-going monitoring role for the Commission is appropriate in relation to the topic under review.

For further information please contact the Scrutiny Team on 0116 4546340

To be completed by the Member proposing the review		
1.	Title of the proposed scrutiny review	End of Life Social Care
2.	Proposed by	Councillor Virginia Cleaver, Chair, Adult Social Care Scrutiny Commission
3.	Rationale Why do you want to undertake this review?	<p>End of Life Care is an important service provided by social care and health services to ensure that people are allowed to end their lives in a comfortable manner with dignity, taking into account their wishes.</p> <p>However, In May 2016, Hospice UK used the freedom of Information Act to find out how well councils and NHS Groups assessed the needs of dying people in their communities and the results showed that more than a third of health and wellbeing boards do not consider the needs of dying people in their assessment of local needs.</p> <p>As such it is important for the commission to consider how we perform in the city and how well our social care service contributes to the overall needs of dying people within the wider health and care system.</p>
4.	Purpose and aims of the review What question(s) do you want to answer and what do you want to achieve? (Outcomes?)	<p>The commission wants to seek assurances that our adult social care services are contributing to good end of life care, taking into account peoples wishes and needs.</p> <p>It is hoped the following outcomes will be established:</p> <ul style="list-style-type: none"> • Understand what the social care services currently contribute to people at the end of their life. • Consider how well social care services perform against the 'checklist for employers, leaders, commissioners and funders' from the 'Role of social workers in palliative, end of life and bereavement care report'. • Understand how social care service link with health providers to support people to die at home or the place of their choice. • Consider the training given to social care and care home staff to deal with end of life care. • Evaluate how well we communicate, as part of a multi-agency, multi-disciplinary team with families to have end of life conversations.
5.	Links with corporate aims / priorities How does the review link to corporate aims and priorities? http://citymayor.leicester.gov.uk/delivery-plan-2014-15/	<p>The City Mayor's Delivery Plan has a section specifically to promote 'A Healthy and Active City'.</p> <p>The aims within this include reducing health inequality and promoting good public health which will be linked to the outcomes of this review.</p>

6.	<p>Scope Set out what is included in the scope of the review and what is not. For example which services it does and does not cover.</p>	<p>Adult Social Care Services.</p> <p>This review will not include how health services directly cater for end of life care but may look at the links with health services from a social care and community perspective.</p>
7.	<p>Methodology Describe the methods you will use to undertake the review.</p> <p>How will you undertake the review, what evidence will need to be gathered from members, officers and key stakeholders, including partners and external organisations and experts?</p>	<p>The commission would like to identify the following:</p> <ul style="list-style-type: none"> • How good are we at preparing for end of life social care? • What do our care and support providers do? • Are people getting the right care at the right time? • How effective are we in supporting discharge at end of life out of hospital back home or to another care setting? How well do we communicate and support people plan for end of life, with the individual and their families in our social care support? • How are staff in Care /Residential Homes equipped to deal with end of life and what training is provided to staff to hold appropriate end of life conversations with families? <p>Task group meetings will gather evidence from officers in the witnesses section.</p>
	<p>Witnesses Set out who you want to gather evidence from and how you will plan to do this</p>	<p>Potential witnesses may include:</p> <ul style="list-style-type: none"> • Relevant Council Officers • Relevant Health Partners (LPT, CCG, etc.) • Providers of social care in the community, e.g. care homes, home based care • Voluntary organisations with an interest in end of life care
8.	<p>Timescales How long is the review expected to take to complete?</p>	<p>July Scoping document to be agreed at 12th July meeting. July – November</p> <ul style="list-style-type: none"> • Task Group meetings. • Draft findings and conclusions to be established. <p>December The final review report to be agreed at 12th December meeting.</p>
	Proposed start date	July 2016
	Proposed completion date	December 2016
9.	<p>Resources / staffing requirements Scrutiny reviews are facilitated by Scrutiny Officers and it is important to estimate the amount of their time, in weeks, that will be required in order to manage the review Project Plan effectively.</p>	<p>It is expected the Scrutiny Policy Officer will support the whole review process by capturing information at the meetings, facilitating the people to give evidence and writing the initial draft of the review report based on the findings from the review.</p>

	Do you anticipate any further resources will be required e.g. site visits or independent technical advice? If so, please provide details.	None expected at this stage.
10.	Review recommendations and findings	It is likely the review will offer recommendations to the Executive re Adult Social Care.
11.	Likely publicity arising from the review - Is this topic likely to be of high interest to the media? Please explain.	It is not expected that the review will have high media interest but the council's communications team will be kept aware of any issues that may arise of public interest.
12.	Publicising the review and its findings and recommendations How will these be published / advertised?	There will be a review report which will be published as part of the commission's papers.
13.	How will this review add value to policy development or service improvement?	It is hoped the outcomes of the review will ensure that the Adult Social Care Services are effective in their role as part of a multi-agency, multi-disciplinary team offering support to people in social care settings with end of life care needs.
To be completed by the Executive Lead		
14.	Executive Lead's Comments The Executive Lead is responsible for the portfolio so it is important to seek and understand their views and ensure they are engaged in the process so that Scrutiny's recommendations can be taken on board where appropriate.	I am supportive of this scrutiny review into this very important area of work. <i>Councillor Rory Palmer</i> <i>Deputy City Mayor Executive lead for Adult Social Care, Health Integration & Wellbeing Chair, Leicester Health & Wellbeing Board</i>
To be completed by the Divisional Lead Director		
15.	Divisional Comments Scrutiny's role is to influence others to take action and it is important that Scrutiny Commissions seek and understand the views of the Divisional Director.	

16.	<p>Are there any potential risks to undertaking this scrutiny review?</p> <p>E.g. are there any similar reviews being undertaken, on-going work or changes in policy which would supersede the need for this review?</p>	
17.	<p>Are you able to assist with the proposed review? If not please explain why.</p> <p>In terms of agreement / supporting documentation / resource availability?</p>	
	Name	
	Role	
	Date	
To be completed by the Scrutiny Support Manager		
18.	<p>Will the proposed scrutiny review / timescales negatively impact on other work within the Scrutiny Team?</p> <p>(Conflicts with other work commitments)</p>	<p>This review may require some intensive support to ensure that the commission can adequately scrutinise the current service. Whilst it is anticipated that there will no adverse impact on the scrutiny team's work, it must be anticipated that there may need to be some prioritising of work done during the time of this review.</p>
	<p>Do you have available staffing resources to facilitate this scrutiny review? If not, please provide details.</p>	<p>The review can be adequately support by the Scrutiny Team as per my comments above.</p>
	Name	Kalvaran Sandhu, Scrutiny Support Manager
	Date	30 th June 2016