

REPORT OF THE  
EXECUTIVE MEMBER  
Adult Social Care  
PART II

**138. CARE QUALITY COMMISSION (CQC) 2009/10 ASSESSMENT OF THE PERFORMANCE OF HAMPSHIRE COUNTY COUNCIL IN COMMISSIONING SERVICES FOR ADULT SOCIAL CARE**

1. In December the Executive Member for Adult Social Care received an assessment from CQC, a Government health and social care regulator explaining that Hampshire County Council's Adult Services department continues to perform well.

2. CQC awarded the County Council a 'performing well' rating for services delivered in 2009/10, confirming Adult Services continue to have a high level of performance.

3. In particular the department was awarded an "excellent" rating in three of the seven categories;

- improved quality of life
- making a positive contribution and
- freedom from discrimination and harassment.

4. The above demonstrates that the department is already in line with the Government's vision for the future of Adult Social Care of providing more personalised services, and the department will continue to develop and modernise its services with personal budgets for those who are eligible for social care.

5. In its report, CQC highlighted:

- Strong leadership in the department
- Performance monitoring to ensure consistency and help develop services
- Good use of pilots to develop services including the roll out county wide of Self Directed Support
- Strong partnership working with the voluntary sector, borough and district councils and the NHS
- Active engagement of service users to develop services, good safeguarding policies and performance and successful training of staff to raise awareness to safeguarding issues
- Good involvement of service users at the heart of investigations to inform policy/outcomes
- Market development to respond to the demand for emerging services
- Encouraging independence, choice and control for users of services
- A good range of accessible information. The CQC report highlights the County Council's Care Choice website and other initiatives such as Community Reablement Teams.

6. During 2009/10, around 90,000 people received one or more social care services, ranging from care in residential and nursing homes to services which help people stay living at home including occupational and sensory therapy services and equipment loans.

7. The Adult Services department sustained this high level of performance through supporting approximately 65,000 older people, 12,000 people with physical disabilities, 10,000 people with mental health problems and 3,000 people with learning disabilities.

8. Areas for improvement highlighted by CQC, which the department is now working on, included:

- Building on work with Children's Services to support young carers
- Supporting staff in the independent sector to be more aware of safeguarding issues.

9. The department is already working more closely with Children's Services to support young carers, and the Partnership in Care Training Team (PaCT) deliver safeguarding training to the private and third sector organisations.

10. Expert support is provided from the Adult Services Department's Partnership in Care Training (PaCT) teams who provide training for the independent sector. The department also offers expertise from our care management and nursing staff to advise homes, along side support and advice from the NHS.

11. Full details of the report considered by the Executive Member and a copy of the Care Quality Commission annual assessment report can be accessed at: [http://www3.hants.gov.uk/councilmeetings/advsearchmeetings/meetingsitemdocuments.htm?sta=&pref=Y&item\\_ID=2269&tab=2](http://www3.hants.gov.uk/councilmeetings/advsearchmeetings/meetingsitemdocuments.htm?sta=&pref=Y&item_ID=2269&tab=2)

### **139. TRANSFORMATION OF IN-HOUSE LEARNING DISABILITY SERVICES**

1. The Executive Member for Adult Social Care recently approved the start of a 14 week consultation from Monday, 6 December 2010 to Monday, 14 March 2011 about the transformation of in-house services. During the consultation period Hampshire residents will be asked for their views on plans to modernise and transform services for people with learning disabilities. A number of workshops will be held as well as online and postal questionnaires to seek the views of people with learning disabilities, carers, staff and wider stakeholders.

2. The proposals include moving Hampshire County Council run day services across the county to venues that are in the centre of communities, focussing on specialist provision for those with complex needs and offering wider choices for less disabled people. The main objective of the proposals is to improve services and outcomes for people with learning disabilities.

3. Hampshire County Council also provides nine in-house residential services. These provide a range of respite care, crisis care and long stay residential care, usually in the same building.

4. The proposals are to re-focus in-house respite services on those with complex needs and offer those who are less disabled a wider range of choices of respite services.

5. The modernisation of learning disability services is intended to improve choice and at the same time give better value for money. The intention is to stimulate alternatives to traditional in-house services for the most able such as direct payments and Shared Lives.

6. Shared Lives carers support people with learning disabilities in their homes and give them the support they need in a family environment.

7. In Hampshire there are 2,348 adults with a learning disability currently receiving a service funded by Hampshire County Council's Adult Services Department. Based on figures for March 2009, of the 2,348 people receiving a funded service, 1,166 people use traditional day services, just under 50 per cent of the total. There are 430 people who use county council respite services representing approximately 38 per cent of the total.

8. Demographic trends show us that demand for services is changing due to the increased needs of people using our services. Feedback from carers and young people with learning disabilities have evidenced that current services do not meet their expectations and they are choosing alternatives. It is planned that these proposals will increase choice for the most able and ensure that the County Council meets the needs of people with complex disabilities.

9. The primary objective of the proposals is to provide more cost effective services.

10. On 3 May 2011, a report will be presented to the Executive Member for Adult Social Care Decision Day, detailing the results of the consultation.

11. Full details of the report considered by the Executive Member can be accessed at:

[http://www3.hants.gov.uk/councilmeetings/advsearchmeetings/meetingsitemdocuments.htm?sta=&pref=Y&item\\_ID=1966&tab=2](http://www3.hants.gov.uk/councilmeetings/advsearchmeetings/meetingsitemdocuments.htm?sta=&pref=Y&item_ID=1966&tab=2)

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