

SCRUTINY FOR POLICIES, ADULTS AND HEALTH COMMITTEE

Minutes of a Meeting of the Scrutiny for Policies, Adults and Health Committee held in the Taunton Library Meeting Room, Paul Street, Taunton, TA1 3XZ, on Wednesday 2 October 2019 at 10.00 am

Present: Cllr H Prior-Sankey (Chair), Cllr M Healey (Vice-Chair), Cllr P Clayton, Cllr M Caswell, Cllr A Govier, Cllr B Revans and Cllr A Bown

Other Members present: Cllr D Huxtable, Cllr G Frascini, Cllr J Lock, Cllr M Chilcott, Cllr C Lawrence and Cllr T Munt.

Apologies for absence: Cllr G Verdon

213 Declarations of Interest - Agenda Item 2

There were no new declarations of interest.

214 Minutes from the previous meeting held on 11 September 2019 - Agenda Item 3

The Chair took this opportunity to thank the following for their positive contributions to the Scrutiny Committee and to wish them well in their new challenges: -

Richard Compton, Steve Veevers and Lindsey Tawse.

The minutes were agreed.

215 Public Question Time - Agenda Item 4

There were public questions from three people. These were answered during the meeting. Details of the questions and response are attached as an annex to these minutes.

216 Somerset Safeguarding Adults Board - Agenda Item 5

The Committee considered a report from the Somerset Safeguarding Adults Board. The Somerset Safeguarding Adults Board (SSAB) operates as an independently-chaired, multi-agency body under The Care Act 2014. It became statutory from April 2015. The Board's role is to have an oversight of safeguarding arrangements within the County, not to deliver services or become involved in the day to day operations of individual organisations, including those of Somerset County Council. The Board is required by The Care Act 2014 to produce and publish an Annual Report. The report must set out what has been done to help and protect adults at risk of abuse and neglect in Somerset during that timeframe. It provides an opportunity to both reflect on

achievements over the past year and to formally identify priorities for the year ahead. It also offers a chance to demonstrate the Board's fulfilment of its role and ongoing commitment to safeguard vulnerable adults in the county. The SSAB undertook its annual multi-agency organisational self-audit process during the autumn of 2018. Overall the results of the audit identified that confidence had improved in 13 areas and deteriorated in 9 of the 132 measures that could be directly compared to the previous year. Areas of development identified through the audit and peer challenge processes centred on:

- Ensuring the voice of people who experience safeguarding is heard and listened to within processes,
- Confidence in the embedding and following-up of recommendations from Safeguarding Adult Reviews,
- The frequency and quality of supervisory processes,
- The application and understanding of the Mental Capacity Act across the whole adult workforce.

The Committee noted that the key achievements were recorded under four headings:

- The SSAB actively supported the 'Stop Adult Abuse Week' with other Boards in the Avon and Somerset Constabulary area, a rogue traders initiative by Trading Standards and ran a social media campaign over the Christmas period. Overall the Board has increased engagement via social media and though increased traffic on the website.
- The Board continued to develop its Mental Capacity Act multi-agency subgroup to enhance local understanding and application of the Mental Capacity Act. The subgroup has considered the implications of the Mental Capacity (Amendment) Act.
- Developed a shared Think Family Strategy for Somerset with other relevant agencies. To strengthen links between Safeguarding Boards to tackle transitions and reduce sexual exploitation.
- Developed a new on-line Safeguarding Guidance. This guidance is available on the SSAB website for all to access and has been promoted by the Board.

In addition to the activity outlined above following the publication of the Mendip House Safeguarding Adults Review:

- The SSAB Independent Chair, the Chair of the South West Regional Chairs Group and the SSAB Business Manager met with officials from the Department of Health and Social Care and the Local Government Association
- The SSAB Independent Chair and Business Manager met with four of the six families of people placed at Mendip House following concerns that the commissioners who placed their loved ones in Somerset had not been in contact prior to the Review being published.
- The Association of Directors of Adult Social Services and the Local Government Association published an advisory note in November 2018

regarding the "Arrangements and recommended ways of working for local authorities that are responsible for commissioning services (placing authorities) for adults with social care needs who are in out of area care and support services" that the SSAB contributed to.

- The SSAB Independent Chair wrote to the Department of Health and Social Care and Local Government Association to progress the implementation of the recommendations in March 2019.

The Committee discussed the report and were interested in how messages about Safeguarding were shared in the wider community. It was recognised that the term 'Safeguarding' was not the most media friendly. The Committee were informed that Somerset was in the top two counties for social media messaging. The Board also work with Trading Standards to get messages out in the community.

The Committee were interested to hear what monitoring was carried out on the training for staff and if the regular training promised was carried out. They were assured it was.

The Committee asked about the action taken to address the County Lines criminal activity. They were informed that as this cuts across both Adults and Children's Safeguarding it has not been covered in the report for SSAB but nevertheless there is a co-ordinated approach and details will be included in the next report.

The Committee asked about Deprivation of Liberty (DOL) as this has been highlighted as an area of concern. There is due to be further guidance as this is not a local problem but a national one. Later this year there will be a specific scrutiny audit of DOL.

The Committee were interested to know why there appeared to be a greater problem of risk events in Care Homes. They were assured that was because those with the greatest risk of trips, falls and behavioural issues related to dementia were resident in Care Homes and that is from where you expect the majority of concerns to be raised.

The Somerset Scrutiny for Policies Adults and Health:

- **Reviewed and considered the Somerset Safeguarding Adults Board's 2018/19 as set out in the Annual Report and noted the progress to date.**
- **Agreed to Promote adult safeguarding across the County Council and in the services that are commissioned.**

217 Adult Social Care Performance Update - Agenda Item 6

The Committee had requested a follow-up report following the presentation in June this year. The request was for a general update in addition to a specific update on the results of the Carers Survey.

The key achievements are recorded as:

- **Managing Demand** – a continued focus on managing demand, improving outcomes and investing in strengths-based conversations with those seeking assistance via Somerset Direct. This has achieved the target of 60% resolution at first point of contact since July 2018. This means that, for example, in July 4,009 out of 5,904 contacts to Somerset Direct were resolved at the front door and without requiring a Care Act assessment. The number of overdue assessments for Locality Teams has reduced to 74 at August 2019. This represents a reduction of approximately 85% compared to the same point last year. The number of overdue reviews has reduced by more than 50% and stood at 1,601 at the end of August 2019. 1,400 (87%) of people with an overdue review have received a review within the last 2 years. The majority of the overdue reviews relate to one locality that have had significant recruitment and retention issues. There is a robust plan in place to rectify this.
- **Care provider quality** - The quality of local regulated care provision in Somerset has seen steady and continuous improvement over recent years, evidenced by the growing proportion of providers judged by the Care Quality Commission (CQC) to be 'Good' or 'Outstanding'. In November 2016, 83% of providers were 'Good' or better. This figure rose to 87% in November 2017, and latest statistics for July 2019 reveal that Somerset had approximately 90% of providers achieving a 'Good' or better rating, with no inadequate provision.
- **Permanent Placements into Residential and Nursing Care** – an important part of Somerset's Promoting Independence Strategy is to reduce the reliance on permanent placements into Residential and Nursing care. Some of the reasons for this are as follows:
 - Placing people into permanent care often reduces their independence,
 - It limits peoples' choices and control. They have less control over who comes into their home and lack privacy,
 - It restricts a person's liberty,
 - Enables Somerset residents to live their best life,
 - It often does not provide best value for the Council or residents.
- **Carers Survey and performance measures**

Every two years Adult Social Care are required to send a statutory survey to a random selection of adult carers. At the end of October 2018, approximately 1,050 surveys were sent out. The survey comprised almost thirty questions covering the following areas:
- About the person you care for, about your needs and experiences of support, the impact of caring and your quality of life, information and

advice quality, arrangement of support and services in the last 12 months, about yourself and the service user

There was a total of 491 responses (167 from carers aged 18-64 and 324 from carers aged 65+). The responses to the various questions are then mapped to 5 Adult Social Care Outcomes Framework (ASCOF) measures which will can be benchmarked nationally and regionally when the figures are published by NHS Digital. The figures were set out in the report but overall the it was disappointing as on all measure the performance had deteriorated.

The Committee discussed the report and the following points were raised. The members heard of a case where a family wanted to continue to support their mother in their own home but were disappointed that there was no financial assistance to do this. Also, that many people who provide care are isolated, feel unsupported and suffer financial hardship while they provide much needed support for family members. The Committee heard that personalised support was being promoted as this would give allow targeted provision with the appropriate expenditure.

The Committee were concerned about the decline in the satisfaction survey results by Carers in Somerset. There was a 20% recorded drop in carers reporting that they have the social contact they would like. The Committee were informed that Carers are entitled to an assessment themselves although very few are undertaken. The Committee were informed that this was an area that the County Council wanted to improve performance and proposed to have a Carers Charter within the next 4 – 6 months.

The Committee challenge the Contact Centre target of 60% resolution. It was explained that this target, which had been achieved for the past 8 months meant the more than 60% of callers to the Contact Centre were able to resolve their query at his early stage. Only 40% of people were handed off. This represented a great service and as such has been awarded Contact Centre of the year. Such is the resilience of the team that following a flood this week the entire unit was relocated and offering the service to callers within two hours. The Committee were interested in recruitment and retention of staff. They were informed that like most places it was a challenge to attract people to work in the care sector however, Somerset was in fact bucking the trend and a degree of stability had returned and the greater autonomy and flexibility had started to deliver dividends. The Committee asked that a briefing note be share with members setting out the recruitment and retentions figures -if they were available - for care workers.

The Somerset Scrutiny for Policies Adults and Health: -

- **Noted and commented on the updates in relation to Adults and Health performance trends captured within the report and the actions being taken to continue to improve the service.**

218 **Discovery Report - Agenda Item 7**

The Committee had a report which provided scrutiny with an update on the performance of the Discovery contract. It included overall measures of the contract, and also provides wider information on the delivery of the contract. It includes specific updates on:

- Key Performance Indicators and general delivery of the contract.
- Transformational activity, including day services, employment support and reviews of people supported.
- Financial update of the contract, including the Discovery Community Fund.
- SWAP audit.
- Stakeholder update,

The Committee were reminded that this was a six year contract and has a real commitment to change and deliver better services. Somerset (SCC) commissioners remain satisfied that 'Discovery' are delivering a safe service that is meeting and in some areas are exceeding the required standards set out in the contract and striving to deliver a quality service. There are still areas that commissioners are working with the provider to improve the service. The summary view is that 'Discovery' have met the formidable challenges over the initial two years of the contract, with the associated challenges and are now implementing the positive changes that are expected as part of the transformation of the service, including changing the offer of day services to a more modern, community based offer, the offer of supported accommodation as an alternative to residential care across the county.

CQC inspections

CQC continue to carry out planned and unannounced inspections of 'Discovery' locations in line with their regime. The last service to have had an inspection was Ashbury, which has received a "good" rating in every area and rated 'good' overall. This CQC report was particularly positive on the way that the service cares for people, supporting people to have choice and control over their lives, as well as meeting people's changing health needs.

The Saplings have had a 2nd inspection where they received a rating of "requires improvement". 'Discovery' have provided an action plan to address the remedial work required to not only address the areas that CQC found to be below good, but to supplement against their own internal audits of the service. Further inspection reports on the second round of inspections will be advised through later Scrutiny updates. The position of the CQC registrations at the writing of this report is that 13 of the registered locations are "good" and two are "requires improvement".

Employment Services

The employment service has been growing. This is in response to the increase in the number of people wishing to access employment, including an increase of 35 identified people through the transformation work of day services and positive promotion of the opportunities at Hinckley Point C and other large employers. There are 155 people currently being supported by this team.

Recruitment and Retention

As with all care providers in Somerset and nationally, Turnover and Retention remains a key challenge for Discovery. Unemployment in Somerset is very low, at around 1% and therefore recruitment activity and advertising needs to be principally focused on attracting those that are currently in work. This is competing with other care providers in the area for what is, a relatively fixed pool of employees. Levels of retention continue to be an area of concern. A significant amount of activity is underway in Discovery to bring about sustained improvement with focus in three priority areas:

- a. Recruiting the right people
- b. Inducting/ supporting staff well
- c. Listening and valuing staff

Although there are difficulties in recruitment and retention, Discovery continue to provide enough staff to meet the requirements of the contract, through the use of agency and bank staff to supplement the employed staff. This accounted for approximately 15% of the hours delivered in year 2. Over 99% of the contracted hours were delivered and this is well within the measures of the contract.

Transformation and Reviews update

Discovery have been progressively changing services, with the successful completion of three residential homes de-registering. These services are now providing supported accommodation; meaning that the people supported within have a legal right of tenancy; experience greater choice and control over how their support is delivered and are able to access a wider range of benefits and income. The people in these services are being regularly consulted with and early indication is that people are happier and getting better lives.

Day Time support update

The transformation of all the traditional, building based day services continues within 'Discovery'. SCC and 'Discovery' share an aim of people being supported to have meaningful, progressive and community-based activities or learning and following the last update, many other learning disabilities providers are also adopting a change to the way that support is provided and changing their models to reflect this.

Discovery have progressed a workforce development programme for all their daytime support staff to build their skills and confidence in delivering good support to people.

The Committee heard that there are still some transformation areas that have not been as successful, for example Seahorses in Minehead. The intention was

to build this up to a community hub venue, with a great deal more community connections. This has not worked well as hoped. Discovery and commissioners have since put additional guidance and resources into this service to effect the desired changes.

Financial Update

The contract is performing as expected and is well within the financial modelling. There was a relatively small underspend in year 1 that was returned to the County Council and which has been repeated in year 2. Somerset County Council and Discovery are in the process of final reconciliation for year 2 and any return to funding to SCC.

Capital Resource Flexibility Payments (CRF) is money that the council identified before the award of the contract, to be used by Discovery to allow Transformation activities to occur. The money has been ringfenced and is paid in tranches linked to the contract, with mechanism for the joint agreement of the use of it built into the process. It is a relatively small percentage of the overall cost of the contract and is kept as a commercially sensitive under the contract.

As reported in the last scrutiny update, the year one surplus generated £630,000 for the Discovery Community Fund. The first bidding round of applications for the fund generated 28 applications ranging from small grants to promote musical inclusion to five figure sums to improve infrastructure and accessibility for people with a learning disability across whole population areas of Somerset.

South West Audit Partnership SWAP audit

Throughout the period of January to May 2019, the South West Audit Partnership (SWAP) conducted an audit of the contractual monitoring of the Discovery Contract and to independently establish the level of confidence into and the robustness of the arrangements. The scope of audit was thorough and covered a number of key areas, including:

- Reviewed the processes in place for monitoring contract spend.
- Reviewing the key contract monitoring documentation.
- Documented the change control procedure and reviewed a sample of changes to ensure that variations were appropriately authorised, valued and recorded in line with the contract.
- Selected a sample of KPIs and PIs and for each one requested the source documentation to ensure that the agreed method of calculation set out in the contract has been followed.
- Checked that there is a risk register in place and that corporate risks had been documented.
- Requested and reviewed the contract documentation which sets out business continuity arrangements, dispute arrangements and the Exit Plan in place

- Requested minutes and agendas to evidence the liaison arrangements in place between SCC and Discovery;
- Checked that all agreed monitoring is clearly set out in the contract documentation.

Two general areas of improvement were identified as part of the audit, that being some documentation that had not been fully updated on the annual cycle of monitoring and that due to a restructure within the commercial and procurement team, there was a reliance on individual officers to complete the operational and financial monitoring of the contract. All the documentation that was identified in the audit has been completed and signed off, as well as a full internal audit of the remaining contractual documentation to ensure that no gaps remain.

The Committee discussed the report and the public questions that had been raised. The Committee were interested in the methods used to promote the service and to make people aware of the transformation opportunities offered. By making contact with Somerset Direct it is possible to access a whole range of services and that an advocacy service is also available for those not able to present their own case.

During the discussion it was confirmed that of the people previously helped by the Six Acres facilities one third had moved to other providers, One third were no longer supported and one third had moved their support to the facility at Albermarle Centre.

The Committee were interested in staff retention and turnover. They were informed that they were well within national expectations despite being in competition with other employers offering a similar rate of pay for a much less demanding role.

There were a number of questions in relation to the Capital Flexibilities and other detailed financial questions. As these were highly technical the answers would be given in the form of a Members Briefing note.

There was also some discussion regarding the recent Employment Tribunal decision and as the final answers in terms of who would be paying and from which budget it was agreed that the information would be made available to all members as soon as it was finalised.

The Committee were concerned that some of the homes were recorded as Requiring Improvement. They wanted reassurance that the appropriate action was being undertaken. There was some discussion about vacant homes as reported for Gold Lane Housing. Mencap, who run the properties, have a good track record have kept some properties empty because they are not of sufficient quality.

The Committee asked how many of the reviews of care plans undertaken by Somerset County Council were then actioned by Discovery within the agreed timescales. They were informed that all the reviews have been undertaken within timescales and the number actioned by Discovery was not shared.

The Committee agreed that this scrutiny had been most welcome, there were still some areas where further information was promised, and this would be shared. It was agreed that Discovery will be discussed again as the contract progressed.

The Scrutiny for Policies Adults and Health Committee:

- **Noted the current performance of the Discovery contract as set out in section 5.1. of the report.**
- **Noted the implementation of some outcome measures in the contract for year three and the performance of these.**
- **Noted the outcome of the recent South West Audit Partnership (SWAP) Audit into the Contract Management of the Discovery contract.**
- **Noted the financial position of the contract and the Discovery Community Fund set up from the social value element of the enterprise.**

219 **Scrutiny for Policies, Adults and Health Committee Work Programme - Agenda Item 8**

The Committee considered and noted the Council's Forward Plan of proposed key decisions in forthcoming months including Cabinet meetings up to date.

The Committee agreed to

Add – Deprivation of Liberty (DoL) to a future meeting,

Add – Public Health Annual report to the December meeting,

Add -Carers proposals once the strategy is confirmed.

220 **Any other urgent items of business - Agenda Item 9**

There were no other items of business.

(The meeting ended at 12.50 pm)

CHAIR

Annex 1 Public Questions and Answers - NIGEL BEHAN QUESTIONS & RESPONSES

Q1, Q2 & Q3 relate to Agenda Item 7 **Discovery Report**

Q1 In the "**Discovery at Two: a progress review**" (link just below) it is stated that:

<https://discovery-uk.org/wp-content/uploads/2019/08/progress-report-final-print.pdf>

"Too many colleagues have chosen to leave Discovery over the last two years and this is extremely regrettable; it has meant that the people we support have lost familiar people who they have known for years, causing upset and worry.

As with recruitment, retaining colleagues in social care is a national problem. In fact, over 30% of all care and support workers left their jobs last year, according to SkillsforCare. Discovery is part of the Dimensions Group. Dimensions experiences figures less than half that – still a big problem but clear evidence that the approach works. There's no comparable figure for Discovery last year, as we went through a major restructure amongst other fundamental changes."

Whilst in Section 3.7 of the **Scrutiny Discovery Report**: "Levels of retention continue to [be] an area of concern....."

And:

"Although there are difficulties in recruitment and retention, Discovery continue to provide enough staff to meet the requirements of the contract, through the use of agency and bank staff to supplement the employed staff. This accounted for approximately 15% of the hours delivered in year 2."

Does the Committee acknowledge that the transfer, restructuring (including reduction in salaries/redundancies) contributed to the problems identified in the retention of staff and the "causing [of] upset and worry..." for the people who are supported?

Response

As has been set out in your question and in the scrutiny report, recruitment and retention in the social care sector is a national issue. It is not exclusive to Discovery or Somerset. Discovery & Dimensions are well below the national

average of turnover of staff so council does agree that there is a recruitment and retention issue beyond the usual care sector difficulties. Discovery are putting strategies in place to aid retention. Somerset County Council is working alongside the Somerset Registered Care Provider Association (RCPA) and individual providers to offer practical help in this area and promote the choice of the care sector as a brilliant career for people. Examples of our commitment are through the Somerset "Proud to Care" initiative <https://www.proudtocaresomerset.org.uk/> and allowing care providers to access Somerset County Council staff benefits programme "MyStaffShop" at no cost.

Q2 In the Financial Update (Section 5) of the Scrutiny Discovery report it is noted that:

"Capital Resource Flexibility Payments (CRF) is money that the council identified before the award of the contract, to be used by Discovery to allow Transformation activities to occur. The money has been ringfenced and is paid in tranches linked to the contract, with mechanism for the joint agreement of the use of it built into the process. It is a relatively small percentage of the overall cost of the contract and is kept as a commercially sensitive under the contract.

5.2 In line with the service specification commissioned by SCC, built in to the 'Discovery' cost model is the requirement to produce a surplus. This is consistent with the expected surplus of any not for profit or charitable organisation. This surplus amount is split equally, with half being spent within Somerset on social value activities. This is also meeting a key requirement of achieving 'Social Enterprise' status. The remainder of the surplus is kept by 'Discovery' to establish a reserve, as part of good governance of a charity."

the year 1 surplus generated £630,000 for the Discovery Community Fund (which according to the Dimensions Somerset SEV Limited trading as Discovery Directors Report Year ended 31 March 2018, was derived from a surplus of £1.258m (3.53%)). The other £0.629m going towards building the reserves. Discovery were forecasting a future surplus for the next year (2018/19).

The "Dimensions (UK) Limited Report and Financial Statements for the year ended 31 March 2019" (approved by the Board of Dimensions (UK) Ltd on 5 August 2019) and which incorporates Dimensions Somerset SEV Limited (trading as "Discovery") states in Note 2 (p42) Income and Expenditure account that the Group has designated £1.142m to be used to fund social projects within Somerset. Was this generated from an increased surplus (for the year ending 31 March 2019) to approximately £2.284 million and total Discovery (a subsidiary of Dimensions (UK) Ltd) reserves of about £1.8m?

Response

Discovery have not yet published their end of year accounts, although I can confirm that the circa £1.8m is the projected reserve amount for the end of year 2, meaning that an equivalent amount has been put into the social value fund.

Q3 In Section 7.3 of the Scrutiny Discovery Report

7.3 "Employment Tribunal. Following the transfer of the Learning Disabilities Provider Service to Discovery in April 2017, Unison brought an employment tribunal claim against Somerset County Council and Discovery which was to be heard in September. This was relating to the adequacy of the information provided to staff prior to the transfer.

Somerset County Council and Discovery believe they fulfilled their obligations in relation to the transfer. However, to avoid a protracted legal hearing with the potential for further action - as well as continued uncertainty for staff – Somerset County Council has reached a financial settlement with Unison (with a total value of £674,000) on behalf of its members and this has enabled the claim to be resolved in a way that is satisfactory for all parties."

Presumably SCC/Discovery budget(s) will be adjusted for the settlement figure (£0.674 million) – what are the financial/service impacts?

Response

The Section 151 Officer and the Interim Lead Commissioner for Adults and Health are currently working together to agree where this settlement will be funded from.

NICK BATHO Questions and Responses - Agenda Item 7 -Discovery report.

Question 1.

My first question concerns the section on Day Time Support Section 4.2.

The paragraph on the Seahorse Centre in Minehead reads almost exactly the same as the paragraph about Seahorses in the last report, taken 6 months ago. The last report told us that additional guidance and resources would be put into this service. Could I ask:

What that additional guidance is?

Response

Officers from Somerset County Council have refreshed the guidance for our assessing and reviewing staff and have reviewed and updated the associated

assessment and review materials. This work has been reinforced by training and development activities, including seven specific training days between February and August 2019.

What the additional resources are?

Response

Discovery has invested in a number of resources and initiatives. "Better Practice Leads" are embedded within the services and these continue to improve steadily the provision across Discovery including day services. Additional investment in transformation resources have been agreed for two specific posts in day services transformation; a Day Services Consultant and a Day Service Transformation project lead. Discovery have also increased their management capacity to effect positive change through a recruitment of a Director of Transformation who takes up the post in October

As part of the commitment to continuous improvement across all providers of Learning Disability services and as part of a planned programme of visits, there was an unannounced visit to the Seahorse Centre conducted on 18th September. Initial feedback was provided to the manager and a full report will follow.

When they were put in?

Response

Please see above

what are the desired changes expected to be effected? and

Response

Adult Social Care are working with individuals, carers and Discovery to implement a Person Centred Planning approach to assessing the needs of adults with learning disabilities. The Discovery stakeholder group reviewed the updated assessment and review materials which will now be rolled out. This approach has been developed to ensure that assistive technologies are utilised and an emphasis on co-production to enable a creative model for delivery of support. Importantly, this new approach will mean that we will be able to measure the impact of the support that individuals receive on the quality of their lives and the extent to which the agreed outcomes for each individual have been met.

As set out in the report, Discovery are continuing to roll out Activate, which will also be able to capture where people have had outcomes set and then measure progress against these. This is not just a tool though, it is a way of providing support that really puts people and their person centred support at the heart of

training for staff and will dramatically change the way that people are supported.

What progress has been made towards achieving these changes?

Response

Please see above

Turning to the work of the Stakeholder Group at Section 7.

The Stakeholder group has continued to meet with Senior Commissioner and Discovery executives, and we remain committed to continuing what we hope is a helpful and productive dialogue. Despite the comment at the end of para 7.0, from the start we have always seen our remit as a much wider than a focus solely on Discovery and you will see that all the initiatives currently under way, listed at para 7.1 are applicable to everyone with LD, not just those supported by Discovery, and in most cases they apply to everyone who is supported by Somerset Adult Social Care.

Response

This is noted and agreed. The expertise, challenge and support from the stakeholder group is highly valued. It is acknowledged that the scope of the group is wider than services provided by Discovery, encompassing all provision of Learning Disability and for the work around the carers charter, covering all carers within Adult Social Care.

Finally, if I may quickly address Outcome Based Performance Assessment at para 7.2,

I wholeheartedly agree with the statement at the bottom of page 8. I quote "only by measuring progress towards the achievement of individual and generic outcomes can the effectiveness and therefore the value for money of a providers performance be measured".

An essential step towards that goal is the production by the provider of a Person Centred Care and Support plan which shows each individual's outcomes and the activities the provider plans to deliver in order to achieve the outcomes.

Measurement of progress towards meeting those outcomes is the core of Outcome Based Performance Assessment.

Production of Person Centred Plans for all Discovery customers by the end of

December last year was a recommendation in the Task and Finish Report which was accepted by scrutiny last year. To date we are unaware of progress in producing these plans. Scrutiny was promised an update in the last Discovery Performance Report in March but that was not forthcoming. Instead we were promised a report in future updates but there is still nothing in this report in front of us today.

Question 2

Could I ask therefore,

How and by when Discovery and Commissioners plan to capture outcomes for each person supported such that progress towards achievement of their outcomes can be used as a basis for Outcome Based Performance Assessment?

Response

Please see the answer to the question above, but in small pockets, this is already being captured as can be seen from the scrutiny report and performance figures within. As has been set out in the report, alongside the Stakeholder group, Discovery and Somerset County Council are seeking to change the mechanism within the contract from outputs, which was the requirement in the contract to outcomes that more accurately capture people's lived experience of using the service.

EILEEN MCCAULEY Question and Response - Agenda Item 7 -Discovery Report

Question 1

The Discovery performance report paints a positive picture of the assessment and review process undertaken by SCC and Discovery. This in no way reflects the experience of me and my sister, which has been negative and, I believe, falls short of SCC's statutory duty. Who is checking the quality of assessments and reviews, and that the process has been completed by having signed off care plans with personalised outcomes?

Response

When an assessment and or review is completed, we share the completed documentation with the individual, family and or carer to ensure that the information captured is accurate. The Conversation Record and the Support Plan includes the individuals identified outcomes and recommendations of how these could be met by utilising community options, assistive technology and or funded support from Adult Social Care.

If as part of the review/assessment a new personal budget is being requested, then the completed documents will be presented by the allocated worker to a multi-disciplinary Peer Forum.

If at the review there is no change to the personal budget the review/assessment documentation finalised and agreed by the individual, family and or carer alongside the allocated worker from Adult Social Care, this is to ensure everyone is satisfied with the identified outcomes and support plan.

We have changed our Practice Quality Audits across Adult Social Care and have introduced a robust quality audit. The Operational teams across the service will sample audit recently completed reviews and assessments to ensure the quality is where we would want it to be and also that the process has been followed.

We have recently changed our review guidance for both our operational staff and also our public facing documents. We have included an expectations and preparation tool to be used. These documents have been shared with the LD Stakeholder Group for review and additional input.

It is disappointing that your experience has not reflected this Eileen and I know that our Locality Lead has been in contact with you to discuss your experience which we have learned from.