

ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY

RECOMMENDATIONS ARISING FROM WORKSHOP TO REVIEW THE DRAFT SELF-ASSESSMENT (13 FEBRUARY 2023)

This report sets out the key recommendations arising from the Adults and Communities Overview and Scrutiny Committee's review of the initial Draft Self-Assessment on 13 February 2023.

General

- Committee members welcomed the document, stating that it was a good starting point which provided a helpful overview of adult social care services. Members also welcomed having a standalone session to review it in detail.
- Members stated the Self-Assessment should be more concise and positive, focusing more on what we do well. It was also suggested that the document be bolder in highlighting, for example, where partner agencies are placing pressure on the Council.
- It was suggested that a very brief one or two page summary could be produced, which summarises the Self-Assessment's overall narrative around strengths, areas and plans for improvement, and dependencies on partner agencies.
- The Cabinet Lead Member for Health should be engaged on the Self-Assessment and informed about the overall narrative, as this may help to build consistency in the messages which the Council sends to the CQC and partners.
- It was suggested that it may be useful for the Adults and Communities Scrutiny Committee to receive updates about the Self-Assessment and delivery of the Improvement Plan on an ongoing basis (such as, six-monthly) and that it should also receive updates on the Adults and Communities Risk Register.

Introduction

- It was suggested this section should further emphasise the lack of capacity in the nursing market.
- The document should highlight that Leicestershire is an outlier in terms of the number of people identified by the NHS to have nursing needs and that this leads to providers filling nursing beds with people who may not have nursing needs, thereby placing additional pressure on the Council.

Theme 1 (Working with People)

- There was a request for more detail about how the Council would improve peoples' access to information and advice about adult social care services, including what type of information and advice would be provided and where.
- Members welcomed the suggestion of providing more information and advice through printed materials, stating that this may be helpful for older people.
- It was suggested that the Council make better use of county councillors by asking them to share information and advice in their local communities. Further, Members suggested using similar engagement methods as district and borough councils (for example, using waste bin hangers to promote information) and using Leicestershire Matters to share information and advice.
- It was noted that the Council's website can be difficult to navigate and suggested that the Council should commission external evaluation of the website to identify how it could improve.
- It was suggested that the Department should seek feedback on its website and access to information and advice about adult social care from people with lived experience, including those who are not current service users or carers and may not therefore have experience in navigating the website. Officers highlighted work underway to gather feedback from members of the Learning Disability Partnership Board and of the Adults and Communities Engagement Panel, as well as of service users and carers via the CQC assurance survey and advised that further engagement of residents would be considered.
- Members agreed that the capacity of the Customer Service Centre (CSC) to answer calls is a key issue which may affect access to information and advice. It was noted that a review of the CSC is underway and that it will seek to improve the service's capacity and efficiency.
- Members asked about how officers intend to increase communication about the LLR Carers Strategy with staff across the Department. Officers advised that this would be through well-established communications channels such as A&C Staff Briefing and the Care Pathway Newsletter.
- Members acknowledged that direct payments processes are complex and suggested that the Department considers how it could better support people to make the right choices (for example, by improving access to personal assistants (PAs) and/or providing guidance on how to manage a PA effectively).

Theme 3 (Ensuring Safety)

- Improvements made through the SAB in recent years will be added.
- The Safeguarding Adults' Training completion rates based on the staff competency requirements (Alert and escalate to conducting SA enquiries) will be confirmed.

Theme 4 (Leadership)

- It was highlighted that the section refers to the range of management meetings which take place in the Department and Council. It was suggested that all meetings should have a purpose with clear outcomes. Officers explained that a Council-wide review of meetings is underway to support this.
- The feedback from staff to the Staff Survey 2021 in relation to stress levels was explored. It was highlighted that this survey took place during the pandemic which may be a factor contributing to stress levels, particularly as staff in the Department remained in 'response' mode due to the pandemic for a longer time than other departments in the Council. High volume and complexity of demand for adult social care was also suggested as a possible contributing factor. Officers highlighted that there is a good wellbeing support offer in place for officers.

This page is intentionally left blank