



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
3 MARCH 2025

LEICESTERSHIRE COUNTY COUNCIL
ADULT SOCIAL CARE REGULATED SERVICES

REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of the Report

1. The purpose of this report is to provide the Committee with an update on the progress and implementation of the action plan relating to Melton Short Breaks, the Department's in-house respite provision which is regulated and inspected by the Care Quality Commission (CQC).
2. The Committee requested an update report offering assurance of progress made in respect of the action plan at its meeting in September 2024.

Policy Framework and Previous Decisions

3. Services highlighted in this report contribute to both the County Council's Strategic Plan and Adults and Communities Department 2020-2024 '*Delivering Wellbeing and Opportunity in Leicestershire*' Strategy, with associated Medium Term Financial Strategy savings targets.
4. On 2 September 2024, the Committee received a report outlining the County Council's Regulated Direct Service Provisions with an overview of all regulated activity and performance.
5. The above report detailed the most recent assessment completed by CQC in November 2023 for Melton Short Breaks that rated the service as "Requires improvement". An overview of an associated action plan was provided detailing actions being delivered to ensure future compliance.

In-House Regulated Services

6. The Council directly provides the following adult social care services which are all registered and regulated by the CQC:
 - Melton Short Breaks, Melton Mowbray;
 - Melton Supported Living, Melton Mowbray;
 - The Trees Short Breaks, Hinckley;
 - Carlton Drive Short Breaks, Wigston;
 - Waterlees Court Supported Living, Wigston;
 - Smith Crescent Supported Living, Coalville;
 - Leicestershire Shared Lives Scheme;
 - Homecare Assessment and Reablement Team (HART).

Short Breaks Services

7. The Council directly manages and delivers overnight respite/short breaks and supported living services in the County for adults with autism and profound and multiple learning disabilities. The in-house workforce is trained in supporting people requiring positive behaviour support and administer a number of health-delegated tasks that are pertinent to the person's health and wellbeing. The services also provide an urgent response in cases of adult safeguarding and where there has been a breakdown in community based care packages.
8. The service locations and current CQC rating for the Council's Short Breaks Services are:

Service and location	CQC rating	Date of last inspection
Melton Short Breaks Victor Avenue, Melton Mowbray	Requires Improvement	15 November 2023
The Trees Short Breaks Service Deveron Way, Hinckley	Good	25 October 2017
Carlton Drive Short Breaks Service Carlton Drive, Wigston	Good	14 October 2019

9. There is no set schedule for CQC inspections to take place.
10. The accommodation at Melton is purpose-built offering level access throughout. All locations offer single occupancy bedrooms, with most rooms providing ensuite facilities. The accommodation is suitably adapted for wheelchair access and maintains specialist equipment on site such as profile beds, ceiling track hoists to assist with the transfer of people who are non-weight bearing, and multi-sensory environments for stimuli, therapeutic interventions and relaxation. Facilities include the provision of specialist baths and shower facilities and equipment such as changing spaces/beds and shower chairs.
11. CQC inspected Melton Short Breaks in November 2023. The regulator highlighted some causes for concern and reported regulatory breaches. The Council has acted to address the issues, with a detailed action plan being produced that provides the activity and response to address the CQC's findings. A summary is given in the table overleaf of the updated actions:

Regulatory element not being met	Update of actions taken
Regulation 11 - Need for consent	<ul style="list-style-type: none"> • The Council has developed and delivered a comprehensive bespoke training programme in Mental Capacity and Liberty Safeguards for managers. • All service staff have undertaken refresher training in Mental Capacity Act/Best Interest Decisions. • Additional workshops in Mental Capacity/Best Interest Decisions have been held with staff to improve learning, understanding and application. • The service has adopted the Council's Mental Capacity Act Practice Guidance. • The service has completed all Mental Capacity Act/Best Interest Decisions for relevant people who access the service and have implemented a system of monitoring and review. • A robust system and process for completion of Mental Capacity Assessments/Best Interest Decisions has been implemented for all new referrals. • As good practice, the service continues to appraise staff on the principles of the Care Act to ascertain a wider understanding of the care system and objectives.
Regulation 12 - Safe care and treatment	<ul style="list-style-type: none"> • A full review was conducted of the Medication Pathway and Procedure. • Investment in securing a designated medication room was secured, work completed, and the designated room is now in operation. This has supported with reducing/mitigating risks in medication management, safety and organisation. • Medication errors since the implementation of the new medication room have significantly reduced (<i>1 recorded incident</i>) • New systems training has been completed with all staff at the service. This has been successful and shown significant improvement in the safe management of medication and accountability.
Regulation 13 - Safeguarding service users from abuse and improper treatment	<ul style="list-style-type: none"> • Mandatory Safeguarding training has been completed by all staff as good practice to update and improve knowledge, understanding in this subject and how to raise any matters of concern.

	<ul style="list-style-type: none"> • Additional workshops in Safeguarding have been held with staff to improve learning, understanding and application – all staff at the unit attended a workshop session. • Enhanced training and deployment of train the trainer programme in safeguarding at the service has been completed. • All staff have completed learning in relation to the Whistleblowing Policy and Procedure and escalation reporting processes.
Regulation 18 - Staffing	<ul style="list-style-type: none"> • Full review of all mandatory and required staff training completed at the service. • Refresher training in Equality, Diversity and Inclusion has been completed at the service. • Extensive programme of assessment and reviews completed with people who access services, incorporating the principles of inclusivity and personalisation. • Food hygiene and safety training completed and improved systems have been implemented to ensure effective delivery and handling of food.

12. The service has made improvements and completed the work identified in the action plan in remedying the reported breaches. The service continues to monitor and audit the improvements in the safe delivery of services and is ensuring that learning and improvements identified are implemented across all in-house provided short breaks and supported living services.
13. The CQC do not have a fixed timeframe for a return inspection but can, without notice, visit as and when they decide.
14. A new Care Services Manager has been appointed who has extensive experience in managing a social care provision for adults with profound and multiple learning disabilities, and interim arrangements from within the existing management team is in place to support the transition in management for the period of induction/onboarding.

Feedback from those who access in-house Short Breaks Services

15. Below is some of the feedback received from parents, carers, commissioners and individuals who have received support from Short Breaks Services:

“Each time (name) stays he picks up extra skills, just little things mainly, but for him that’s a big deal in such a short period of time. It makes me feel better about his eventual transition from home to his own accommodation”.

“Just wanted to say thanks for giving (name) such a lovely time the last week. She really does love it and us knowing that makes such a massive difference to us as a family and lets us give the other two kids a holiday they wouldn’t normally get”.

“(name’s) improvement has been remarkable thanks to the people who have worked with (name) this year. we appreciate all you have done”.

“It’s been amazing and lovely, I’ve had amazing dinners. (Staff name), she makes me smile, I am very happy I get my own key”.

“Our two sons find change and new settings difficult due to their autism. We have found the staff at The Trees to be very friendly, very helpful and very accommodating towards us all as a family. We are grateful for all their patience and support”.

“I wish to give recognition and positive feedback to all staff at The Trees who supported (name) during a difficult time in his life. From an adult social care perspective, working in partnership with The Trees has been a positive and productive experience. I have found staff to be knowledgeable, proactive and responsive in the face of adverse circumstances for (name). Their commitment to minimising (name’s) emotional distress has ensued a smooth transition for (name)”.

Resource Implications

16. Recruitment and retention of staff working in the direct care sector remains challenging, with the Council continuing to advertise a significant number of vacant posts. These include continuous recruitment of staff into the services.
17. A review is being undertaken of the Short Breaks Services as part of the cross-departmental Prevention Review and departmental medium term financial planning. The review is seeking to maximise the use of the short breaks accommodation and ensure an efficient use of resources.

Background Papers

- Leicestershire County Council Strategic Plan 2022-26 - <https://www.leicestershire.gov.uk/about-the-council/council-plans/the-strategic-plan>
- Delivering Wellbeing and opportunity in Leicestershire – Adults and Communities Department Ambitions and Strategy for 2020-24 - <https://resources.leicestershire.gov.uk/sites/resource/files/field/pdf/2020/9/30/Vision-and-Strategy-for-Adults-and-Communities-Department-2020-2024.pdf>
- Report to Adults and Communities Overview and Scrutiny Committee: 2 September 2024 – Leicestershire County Council Adult Social Care Regulated Services - <https://democracy.leics.gov.uk/ieListDocuments.aspx?CId=1040&MIId=7818&Ver=4>

Circulation under the Local Issues Alert Procedure

18. None.

Equality Implications

19. There are no equality implications arising from this report. However if any changes are proposed from the Short Breaks Services review an Equality Impact Assessment and consultation will take place.

Human Rights Implications

20. There are no human rights implications arising from this report.

Officers to Contact

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