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**REPORT TO: MORAY INTEGRATION JOINT BOARD CLINICAL AND CARE GOVERNANCE COMMITTEE ON 27 MAY 2021**

**SUBJECT: ADULT SUPPORT AND PROTECTION IMPROVEMENT PLAN**

**BY: CHIEF SOCIAL WORK OFFICER**

**1. REASON FOR REPORT**

1.1. To inform the Committee of the Adult Support and Protection (ASP) improvement journey

**2. RECOMMENDATION**

**2.1. It is recommended that the Committee consider and note the continued work on the delivery of the ASP improvement plan in anticipation of a Care Inspectorate ASP inspection.**

**3. BACKGROUND**

3.1 The delivery of Adult Support and Protection (Scotland) Act 2007 gives greater protection to adults at risk or harm or neglect. The Act places a duty on Councils to make inquiries about individuals' wellbeing, property, or financial affairs where the Council knows or believes that the person is an adult at risk and that they may need to intervene to protect them from being harmed. The Council has a duty to consider providing appropriate services, including independent advocacy, to support adults where an intervention under the Act is necessary. To make inquiries, the Act authorised Council officers to carry out visits, conduct interviews or require health, financial or other records to be produced in respect of an adult at risk.

3.2 During 2019, preparations began for the anticipated Care Inspectorate ASP thematic inspection. A self-evaluation exercise was undertaken with members of the Moray Adult Protection Committee and representatives of the Moray ASP partner agencies. The self-evaluation exercise was based on exploring the 3 sets of quality indicators, grouped as Outcomes, Key Processes and Leadership which have been developed by the Care Inspectorate as part of their inspection regime. The findings of the self-evaluation exercise along with findings from the case file audit and the social work questionnaire provided a strong evidence base for the development of an Improvement Action Plan.

- 3.3 The Self-Evaluation Report identified the following 7 workstreams that form the basis of the Improvement Action Plan:
1. Policy, Process and Procedures
  2. Training and Development
  3. Audit and Lived Experience
  4. Performance Management
  5. Service Redesign and Review
  6. ICT and Recording
  7. Professional Practice
- 3.4 The improvement plan involves Health and Social Care Moray (HSCM) working with NHS Grampian, Police Scotland, and Scottish Ambulance Service (SAS). Due to competing priorities and the global pandemic, a delay occurred in developing and implementing the improvement plan. Consequently, for the plan to be achievable in line with competing priorities, the focus was agreed to prioritise improvements in policy, processes, and procedures. Phase 1 of the plan focused on the review of the core ASP process with the aim of ensuring that it adequately reflects multi-agency input and covers the whole ASP process including monitoring and review. Phase 1 also covers NHS Grampian requirements to produce and facilitate a pan Grampian approach for Initial Referral Discussions (IRDs). The outcome is to offer a consistent response across Grampian. This is fully supported by the NHS Grampian Public Protection Officer. The full improvement plan with timelines can be found in **Appendix 1**.
- 3.5 To date the improvement plan has achieved the milestones of creating a robust screening tool, mapped and developed processes and procedures for ASP across a whole systems approach whilst working in partnership with NHS Grampian to develop a pan Grampian IRD process for Health. These improvements require testing and further reviewing through staff consultation prior to being adopted as business as usual.
- 3.6 Risk and issues are reviewed by the working group and transferred to the Adult Protection Committee if unresolved. The most recent issue identified as a Major, highlighted the lack of capacity for social work to screen referrals and drive forward the improvements required by the processes in the Access Team. This issue has incurred a 3-month delay to the project. The issue has been resolved by directing Covid finances to recruit 3.5 full time equivalent (FTE) social work staff for a 9-month period to support the improvement plan.
- 3.6 HSCM anticipates a Care Inspectorate ASP inspection later this year or early 2022, further information is expected from the Care Inspectorate late May.

#### **4. KEY MATTERS RELEVANT TO RECOMMENDATION**

- 4.1 Based on current self-evaluation activity (both by lead agency and more recently NHS Grampian), it is clear that ASP activity in Moray is currently not fully compliant or congruent with the scrutiny bodies [Quality Indicator Framework](#). Improvement activity has been initiated across both the lead agency and multiagency partners. However, given that the scrutiny bodies will be reviewing evidence retroactively, it must be accepted that it is highly likely they will identify some deficiencies in policy, procedure, and practice. This is reflected within the improvement plan.

- 4.2 A multiagency delivery group continue to work on consecutive workstreams with an aim to improving the multiagency response to referrals of adult protection concerns in a timely and effective manner through prioritising the redesign of processes and procedures. The improvement journey will continue through multiple phases, guided by the self-evaluation outcomes and the feedback from the inspection report in the near future.

## 5. **SUMMARY OF IMPLICATIONS**

**(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Plan “Moray Partners in Care 2019 – 2029”**

This report supports the Moray Strategic Plan in relation to Partners in Care, making choices and taking control over decisions affecting our care and supporting the outcome that people are safe.

**(b) Policy and Legal**

The Adult Support and Protection (Scotland) Act 2007 is the main legal reference points for this project which the MIJB are legally responsible for.

**(c) Financial implications**

Covid funds have been allocated to support this project with the recruitment of 3.5FTE temporary social work staff for 9 months.

**(d) Risk Implications and Mitigation**

There are existing systems and processes in place across service areas to support ASP referrals, IRDs and investigations. Currently they are person dependant, which is a significant risk to HSCM. The improvement plan will implement robust systems and processes to ensure appropriate action is taken in response to ASP referrals with a multiagency approach. Regular monitoring and reviewing of new processes are critical to ensure continuous improvement and the ambition of achieving a very good Care Inspectorate inspection. Whilst the additional resource is welcomed it is currently time limited which will impact on the essential improvements being embedded longer term.

**(e) Staffing Implications**

The improvement plan has been allocated an additional 3.5FTE social workers for 9 months to support the Access Team to build capacity into the system to drive forward the ASP improvement plan. A dedicated ASP Advanced Practitioner post has been created for 12 months to lead on the change management requirements in to embed the ASP processes. Whilst this is supportive of the improvement plan currently it is short-term and will not embed long-term changes which are required and identified.

**(f) Property**

No property issues identified at this point.

**(g) Equalities/Socio Economic Impact**

Not required as there are no changes to policy.

**(h) Consultations**

Chief Social Work Officer, ASP Consultant Practitioner, Corporate Manager, HSCM and Tracey Sutherland, Committee Services officer, Moray Council, have been consulted and comments incorporated.

**6. CONCLUSION**

**6.1. This report aims to provide assurance to this Committee that there is an effective project team in place to drive forward improvements for adult support and protection in Moray.**

Author of Report: Carmen Gillies Senior Project Officer HSCM

Background Papers: With Author

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