



REPORT TO: MORAY INTEGRATION JOINT BOARD CLINICAL AND CARE GOVERNANCE COMMITTEE ON 28 NOVEMBER 2019

SUBJECT: CARE INSPECTORATE THEMATIC REVIEW ON SELF-DIRECTED SUPPORT

BY: JANE MACKIE, CHIEF SOCIAL WORK OFFICER/ HEAD OF SERVICE STRATEGY AND COMMISSIONING

1. REASON FOR REPORT

1.1 To inform the committee of outcome relating to the recent Care Inspectorate Thematic Review on Self-Directed Support.

2. RECOMMENDATION

2.1 It is recommended that the Clinical and Care Governance Committee:

- i) notes the outcome of the recent thematic review; and**
- ii) approves the associated implementation action plan included in APPENDIX 3.**

3. BACKGROUND

3.1 The Social Care (Self-Directed Support) (Scotland) Act 2013 came into force on 1 April 2014, with a national implementation plan for 2019-2021 and change map introduced this year, both of which form part of the national 10 year strategy for Self-Directed Support (SDS).

3.2 Moray were early adopters of the ethos and principles which underpin the legislation, undertaking a pilot project in 2012 prior to enactment of the legislation. It is acknowledged that full implementation of SDS is integral to the adult social care reform programme, with SDS running through all its work streams.

3.3 Under Part 5, section 56(3) of the Public Services Reform (Scotland) Act 2010 and associated regulations, the Care Inspectorate led on the thematic review of SDS, supported by Healthcare Improvement Scotland.

3.4 Moray were one of six partnership areas where the inspection aimed to:

- Provide an evidence based assessment of SDS implementation, measurement and quality assurance of SDS delivery and compliance with the principles and values within both the Self-Directed Support: A National Strategy for Scotland and the Social Care (Self-Directed Support) (Scotland) Act 2013 implemented on 1st April 2014.
- Ensure findings from the joint inspection activity would be examined by key stakeholders to consider and inform the opportunity for a future programme of supported self-evaluation across Scotland in all the areas not subject to the inspection.
- Give public assurance that social care and social work in Scotland is rights-based and world-class, through robust and independent scrutiny and improvement processes.

3.5 The scrutiny was conducted using seven quality indicators:

- Key performance outcomes
- Getting support at the right time
- Impact on staff
- Delivery of key processes
- Policy development and plans to support improvement in services
- Management and support of staff
- Leadership and direction that promotes partnership

4. KEY MATTERS RELEVANT TO RECOMMENDATION

4.1 In July 2018 a self-evaluation was undertaken to allow a current position statement with supporting documentation to be submitted to the Care Inspectorate prior to the on-site inspection which took place in October 2018. **(APPENDIX 1)**

4.2 The on-site inspection consisted of social work case file reading, service user and carer interviews along with a variety of focus groups ranging from Social Work staff, Senior Management, Partner Providers, Service Users and Unpaid Carers.

4.3 Individual inspection reports for each partnership area alongside the national report were published in June 2019 **(APPENDIX 2)**

4.4 Moray received a positive inspection with the report highlighting that the partnership had made significant progress in implementing SDS, with most people experiencing choice and control in how their personalised budgets were utilised. This has resulted in individuals achieving positive personal outcomes. The grading from the inspection showed:

Key Performance Outcomes	Grade
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Supported people experience positive personal outcomes through the implementation of Self-Directed Support	Good
Supported people are empowered and have choice and control over their social care and support	Good
Staff feel confident, competent and motivated to practice in an outcome-focused and person-led way	Good
Key processes and systems create conditions that enable supported people to have choice and control	Good
The partnership commissions services that ensure supported people have a range of choice and control over their social care and support	Good
The partnership empowers and supports staff to develop and exercise appropriate skills and knowledge	Adequate
Senior leaders create conditions that enable supported people to experience choice and control over their social care and support	Good

- 4.5 It was highlighted that the partnership has a “well-established approach to managing the public’s access to information and social care supports and services”. In turn this generally provided an effective approach to signposting and early interventions and prevention. The Moray Partners in Care approach (3 tier policy) alongside SDS encouraged greater level of strategic engagement between HSCP, third sector and community supporting the development of early intervention and prevention agenda.
- 4.6 The 3 tier policy provided a good structure for the principles and values of SDS to become embedded in daily practice, with assessment and support plan documentation reflecting the principles of SDS.
- 4.7 Staff showed a “solid understanding of the values and principles of SDS” with the majority of staff reporting they felt motivated and supported by management to work in a personalised way. “The SDS team was a valued and important source of support”, with members of the team being “highly motivated and knowledgeable about SDS”.
- 4.8 The report highlighted the effort by the partnership to understand, develop and implement SDS from early on, which “demonstrated commitment and innovation in seeking to provide and deliver flexibility, choice and control” for individuals. The approach taken to stimulate the market to provide choice and control was praised in the report through the development of micro providers within the local communities.
- 4.9 Senior Social Work leaders were praised for their commitment to the values and principles of SDS and the partnerships continued commitment to further embed SDS noted.
- 4.10 There were several key recommendations from the inspection which has formed a local implementation action plan. Recommendations included to

review processes enabling to robustly record, measure and report on personal outcomes and to review recording of discussions with individuals relating to SDS. Further recommendations included to review the role of advocacy, to develop health colleague's knowledge of SDS in conjunction with the implementation of a learning and development strategy. This plan has been shared with the Care Inspectorate in response to the report (**APPENDIX 3**)

5. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Commissioning Plan 2016 – 2019

The partnership has made a commitment to embed and further develop SDS as a means of promoting independent living and equalities. The Moray Strategic Plan has the principles of SDS through many of the key outcomes. One key area of focus for the partnership is continuing implementation of enabling approaches such as SDS.

(b) Policy and Legal

The partnership has a legal duty under the Social Care (Self-Directed Support) (Scotland) Act 2014 to promote the values and principles of SDS.

(c) Financial implications

The partnership has received a commitment of funds from Scottish Government for the financial years 2019/20 and 2020/21 to progress with the SDS agenda. The impact and learning gained from the financial investment needs to be evidenced.

(d) Risk Implications and Mitigation

There are no risks identified to the partnership.

(e) Staffing Implications

There are currently no staffing implications associated with the report.

(f) Property

There are no implications in relation to property or accommodation.

(g) Equalities/Socio Economic Impact

There is no requirement for an equalities impact assessment as there are no negative impacts identified. Through the continued commitment to embed SDS within the partnership, the recommendations are expected to promote equality and opportunity for the following groups: age, disability.

(h) Consultations

Consultations have taken place with Chief Social Work Officer/ Head of Service, Interim Head of Integrated Children Services, Chief Financial Officer, Commissioning and Performance Manager, Equal Opportunities Officer, Robin Paterson, Senior Project Officer; Dafydd Lewis, Senior Auditor who are in agreement with the content where it relates to their area of responsibility..

6. CONCLUSION

6.1 This report informs the Clinical and Care Governance Committee of the recent Care Inspectorate Thematic Review of SDS and identifies the

**recommendations and actions arising from the review in the form of the
SDS Implementation Action Plan (APPENDIX 3)**

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Background Papers:

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