

The Highland Council
Education, Children and Adult Services
11 February 2015

Agenda Item	6.
Report No	ECAS 20/15

Inspection of Adult Services

Report by Director of Care and Learning

Summary

This report provides an update on the Joint Inspection of Social Work and Health Services for Older People by the Care Inspectorate and Healthcare Improvement Scotland.

1. Background

- 1.1 The Highland partnership received advance notification from the Care Inspectorate and Healthcare Improvement Scotland of an inspection of adult services, due to take place from January 2015. Inspectors will focus on how well multi-disciplinary services are improving the lives of older adults and carers.
- 1.2 Preparatory work, including the Partnership Position Statement was submitted for the 17th November 2014. A briefing session took place on week commencing 10th November 2014, which took the form of introductions and scene setting followed by a more detailed briefing for co-ordinators. A Project team has been established by NHS Highland which has been meeting on a weekly basis in order to progress issues surrounding the inspection.
- 1.3 There will be opportunities for Inspectors to attend the NHS Highland Health and Social Care Committee, the Adult Services Commissioning Group and the Older People's Improvement Group, and to meet with Highland Council's Adult Services Scrutiny and Development Sub-Group.

2. Progress to Date

- 2.1 The collection and collation of 150 case files and records (100 sample + 50 'reserves') took place in early January. Service information has been collected from eHealth, Carefirst and each of the four operational areas, covering all Health and Social Care services. The third and independent sectors have been included in the preparatory work.
- 2.2 The reading of Health and Social Care records took place during week beginning 19th January, involving readers from NHS Highland and the inspection team.
- 2.3 Approximately twenty case files will be confirmed for 'follow up', whereby the Inspection Team will seek to meet with service users and patients, carers, families and members of the team that is providing care. This will take place during week beginning 16th February. Once a final list is confirmed, a schedule of meetings will be finalised.
- 2.4 Members will be aware of the Reaching High event which took place on 16th January. The event, which was attended by some Inspectors, focussed on the progress made to date with the integration of services and was an excellent

opportunity to showcase innovation and good practice across Highland.

3. Follow Up Weeks

- 3.1 During the week beginning 16th February, alongside meeting with people concerned in the twenty cases identified for 'follow up', the inspection team will be looking to spend time learning about community-based initiatives aimed at prevention and keeping older people physically and mentally active.
- 3.2 During the week beginning 2nd March, there are planned sessions with staff groups, users and carers and opportunities to observe meetings and services in action. Verbal feedback is expected at the end of week 3 and the draft report will be available for factual checking before publication around May or June.
- 3.3 There will be meetings with senior members, as representatives of Highland communities, and recognising the continuing governance and scrutiny role for Highland Council in the delivery of these services.

4. Implications

- 4.1 There are no Resource, Legal, Equalities, Climate Change/Carbon Clever, Risk, Gaelic or Rural implications associated with this report. Any implications which do arise as a result of the inspection report will be considered in full and discussed within a final report detailing recommendations from the inspection.

<h3>5 Recommendation</h3>

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| <ul style="list-style-type: none">5.1 Members are asked to note the process of the inspection of older people's services in Highland. |
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Designation: Director of Care and Learning

Date: 19 January 2015

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