

Report To: Performance Scrutiny Committee

Date of Meeting: 20th March, 2014

Lead Member / Officer: Lead Member for Social Care & Children's Services/
Head of Adult & Business Services

Report Author: Information & Quality Officer

Title: Adult Services In-House Provider Visits 2013/14

1. What is the report about?

To provide information regarding In-House Provider Visits undertaken by Local Members.

2. What is the reason for making this report?

To inform Performance Scrutiny Committee Members of the progress on completing In-House provider visits and progress on the follow up action plans in 2013/14.

3. What are the Recommendations?

That Members consider the report and make comment as appropriate.

4. Report details

4.1 In-House provider visits have proven to be an excellent way for members to meet service users and staff and to hear their views on the services we provide. There are 13 Adult services establishment that have been identified as appropriate for these visits. 8 visits were completed between May 2013 and February 2014.

4.2 After each rota visit, the Elected Members involved submit a report which is shared with the Service. Action plans are developed in response to any specific issues raised within the reports. The action plan is then shared with the Elected Members involved in the visit.

4.3 Reports on In-House provider visits undertaken in 2013 and 2014 confirm good standards of care. Positive comments have been received on the care and quality of the establishments and staff in every report.

4.4 Positive feedback included:

4.4.1 ***Taskforce/Popty (Work Opportunity Service)***

" Good and happy working conditions"

"Very happy with support available from Social Services"

4.4.2 ***Hafan Deg (Day Centre for Older People)***

"The food prepared and cooked on the premises was of a very high standard and the cook was very enthusiastic"

"There was a great deal of activity i.e cards, craft, art etc. very stimulating for residents"

- 4.4.3 **Tŷ Mor** (Day Centre for Adults with Mental Health Needs)
“Full of activity painting, knitting, craft, sewing etc”
“Very cheerful staff and service users”
- 4.4.4 **Awelon** (Care Home for Older People)
“Home is safe and secure, residents are happy and relaxed”
“Very happy, liked food and no dignity in care issues”
- 4.4.5 **Park Road** (Community Living Scheme)
“The clients were cared for well and all support services operate efficiently in clients interest and comfort”
“Very enjoyable visit with well cared for and happy residents”
- 4.4.6 **Grange Road, Rhyl** (Community Living Scheme)
“Excellent provision, just wish there were more places like this in Denbighshire”
“Very warm and friendly atmosphere”
- 4.5 Suggestions made in the reports included:
- 4.5.1 **Taskforce/Popty**
Experiencing problems with vermin because of large gaps in the building walls – the response to this is slow and needs to be prioritised.
- 4.5.2 **Hafan Deg**
Need to actively promote interaction and inclusion between the attendees at the centre regardless of their residence.
- 4.5.3 **Awelon**
Currently lacking suitable voluntary organisations support, and need to improve their contact and activity within the local community and town centre.
- 4.6 Concerns were raised across many of the visits regarding the Day Services Review and how this would affect the staff and users of the Day Centres and Work Opportunities establishments. It was highlighted across all establishments that staff and users felt they had not been kept sufficiently informed of potential changes to day services. In response to these concerns, it has been agreed by the Head of Adult & Business Services and the Service Managers involved that they will ensure that appropriate consultation and engagement continues to be undertaken with the users and staff within the centre to ensure they are fully informed of any decisions.
- 4.7 The following actions were identified from the visits undertaken and many of the establishments are already implementing the actions into their work programme as ongoing/good practice.

Service	Action
Hafan Deg Day Centre	Ensure that appropriate consultation and engagement continues to be undertaken with the users and staff within the centre to ensure they are fully informed of any decisions
Hafan Deg Day Centre	Staff to actively promote interaction and

	inclusion of all attendees
Popty/Taskforce	Disabled Toilets Access to be finalised
Popty/Taskforce	Fire Drill Procedure – bi-monthly fire evacuation and review to be implemented
Popty/Taskforce	Issues with vermin due to overlarge gaps in the building – response to this to be prioritised pending available budget. On-going maintenance to be actioned

4.8 Future programme of rota visits

Two further visits are planned before the end of March and visits to the remaining establishments will be arranged over the coming months and into the new financial year, with the aim of all visits being completed by May 2014. A new schedule will then be set for the next round of visits to be held in 2014/15.

5. How does the decision contribute to the Corporate Priorities?

In-house provider services support the corporate priority that vulnerable People are protected and are able to live as independently as possible and Member visits support the priority of modernising the council to deliver efficiencies and improve services for our customers

6. What will it cost and how will it affect other services?

Any costs arising from recommendations made by Members during visits are contained within existing resources.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

An equality impact assessment is not required for this report.

8. What consultations have been carried out with Scrutiny and others?

Service users of Community Living Schemes were consulted prior to Member visits taking place to ensure they were happy with Members visiting their homes.

9. Chief Finance Officer Statement

A Chief Finance Officer Statement is not required for this report.

10. What risks are there and is there anything we can do to reduce them?

There are no risks arising from this report.

11. Power to make the Decision

Scrutiny's powers in relation to examining the performance of Council services in set out in paragraph 6.3.4(b) of the Constitution.

Contact Officer:
Information & Quality Officer
Tel: 01824 706516