

## CITY OF PLYMOUTH

**Subject:** Annual Performance Assessment of Adult Social Care 2008/9. Report from Care Quality Commission

**Committee:** Cabinet

**Date:** 19 January 2010

**Cabinet Member:** Councillor Dr Salter

**CMT Member:** Director for Community Services

**Author:** Covering report prepared by:  
Director for Community Services (Carole Burgoyne)  
Assistant Director for Adult Social Care (Pam Marsden)

**Contact:** Tel: (01752) 307525  
e-mail: carole.burgoyne@plymouth.gov.uk

**Ref:**

**Part:** I

---

### Executive Summary:

In December 2009, the Care Quality Commission (CQC) published Adult Social Services ratings for all English councils with Social Services responsibilities. The possible ratings are:

Grade 1	-	Performing Poorly
Grade 2	-	Performing Adequately
Grade 3	-	Performing Well
Grade 4	-	Performing Excellently

There are seven outcomes which are graded:

Outcome 1	-	Improved health and emotional well-being
Outcome 2	-	Improved quality of life
Outcome 3	-	Making a positive contribution
Outcome 4	-	Increased choice and control
Outcome 5	-	Freedom from discrimination and harassment
Outcome 6	-	Economic well-being
Outcome 7	-	Maintaining personal dignity and respect

There is also a written assessment about leadership, commissioning and use of resources.

The 2008/09 overall rating for Adult Social Care in Plymouth is Grade 3, Performing Well, and we have been awarded Performing Well for each of the seven outcomes. This means we are consistently delivering above the minimum requirements for people, we are cost effective and we make contributions to wider outcomes for the community.

The attached CQC report outlines our key strengths as

1. Adult Social Care has made clear progress with key priorities this year. The pace of change has increased and plans for 2009/10 are ambitious.

2. More people living in Plymouth are being supported to live independently in the community than in previous years.
3. The Council is providing services that help to prevent peoples care needs from increasing and which support people to live in their own homes.
4. Systems set up in contracting and commissioning makes sure the Council buys good services and rewards good providers, with a focus on quality.
5. Many more people have been able to get a direct payment this year and this is a good foundation to develop individual budgets.
6. There was an increasing focus of getting people into work and more people are involved in voluntary work and placements.
7. The safeguarding service in Plymouth performs well. People are being kept safe and referrals are being dealt with promptly.

The key areas requiring further development:-

1. The Council should continue its good work with partners to ensure sufficient and effective intermediate care is available.
2. The Council should continue to focus on drug services and the concern over the level of increasing alcohol use in the City.
3. Telecare and Telehealth are important areas for further development.
4. Housing developments and major adaptations should continue to be given a strong focus.
5. There needs to be continued focus on people being able to access paid employment including carers.

The CQC report has been discussed by senior managers within Adult Social Care and the areas for further development are being reflected in our action plans.

---

### **Corporate Plan 2008-2011:**

The priorities outlined in the CQC report are reflected in the Corporate Plan in CIP3.

---

### **Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land**

While the Improvement Agenda is not just about funding, the current budget situation for the city is challenging and there is the added pressure of the demographics of an increasingly aging population. We will continue to concentrate on better commissioning and ensuring we purchase more value for money services.

---

### **Other Implications: e.g. Section 17 Community Safety, Health and Safety, Risk Management, Equalities Impact Assessment, etc.**

Not applicable

---

### **Recommendations & Reasons for recommended action:**

Cabinet is requested to note the covering report from Plymouth City Council officers and the main report from CQC.

---

### **Alternative options considered and reasons for recommended action:**

Not applicable.

---

**Background papers:**

CQC report and Letter.

---

**Sign off:**

Head of Fin	Cosf ac91 0 004	Head of Leg	DV S10 90	Head of HR		Head of AM		Head of IT		Head of Strat Proc	
Originating SMT Member: Carole Burgoyne											