

Head of Adult Commissioning and Health

**1. Recommendation**

- 1.1 Members of the Health and Adult Care Scrutiny are invited to ask questions regarding the content of the draft annual report and are asked to note its contents.
- 1.2 The Chair of Health and Adult Care Scrutiny is invited to briefly summarise its activity over the year as it concerns adult social care for inclusion in the final version of the annual report before its wider communication.

**2. Purpose**

- 2.1 To present to Health and Adult Care Scrutiny the annual report (or 'local account') of the adult social care function of Devon County Council which includes:
- A self-assessment;
  - A range of evidence supporting the self-assessment;
  - Links to further sources of external information.
- 2.2 Members should note that the annual report is designed to be read standalone and online as it contains internal and external links and is over 100 pages long. It can be found here: [devon.cc/asc-annualreport-2017](http://devon.cc/asc-annualreport-2017)

**3. Background**

- 3.1 The adult social care functions of local authorities are not subject to routine inspection.
- 3.2 Instead, we participate in a national and regional approach to sector-led improvement which includes:
- The publication of an annual report;
  - An annual self-assessment, in a given format and subject to external moderation and challenge;
  - The undertaking of mandatory returns covering a wide range of data and using insights gained from comparative analysis to inform improvement planning;
  - Periodic peer review.
- 3.3 This process is facilitated nationally and regionally by the Local Government Association working with the Association of Directors of Adult Social Services and is the context in which this annual report (or 'local account') is written.
- 3.4 The Department of Health are now introducing national dashboards and local area reviews to encourage the organisations across health and care systems to work more effectively together and future improvement activity is likely to have an increasingly whole system focus, as is our own performance reporting.

- 3.5 Councils make a range of statutory returns to allow comparisons to be made between local authority areas covering:
- The views of service users and carers;
  - The outcomes they achieve;
  - Cost and spend;
  - Activity;
  - Safeguarding;
  - Workforce;
  - Service quality.
- 3.6 We signpost to the published data and tools at the end of the annual report, highlight insights gained in the evidence section, and use them in our self-assessment.

#### **4. Annual Report Contents**

- 4.1 Writing an annual report on adult social care in Devon gives us the opportunity to reflect on how well we are achieving our vision for helping adults in Devon find the support they need to stay healthy, happy and living safely and independently at home, surrounded by their community and friends, where they can retain their independence for as long as possible.
- 4.2 The annual report process encourages us to identify areas for improvement, and actions to deliver that improvement, which include:
- Using recently convened focus groups of service users and carers to better understand the general decline in the results of surveys of service users and carers and respond accordingly;
  - Taking stock of our approach to personalisation, including the use of direct payments, to maximise their impact on outcomes and the independence of those who use them;
  - Working harder with district councils and independent and voluntary sector providers to develop a better range of accommodation with care options to maintain our progress in reducing the reliance on residential and nursing care and better supporting people in their own homes;
  - Improving further our approaches to modelling, forecasting and managing flow across the health and care system, including to prevent unnecessary admissions into and delayed discharges from hospital;
  - Extending our successful approach to quality assurance and improvement into the unregulated care market;
  - Integrating further our short-term service offer across health and care to extend its reach and maintain its effectiveness in promoting the independence of its recipients;
  - Considering within the Devon Safeguarding Adults Board why concern and enquiry rates are below comparators, especially in some settings.
- 4.3 The annual report also enables us to celebrate some of the successes of the last year which include:
- Our [Proud to Care](#) campaign to promote careers in the health and care sector has been adopted regionally and identified as good practice nationally;
  - We enjoyed further success in the [Social Worker of the Year Awards](#), building on our recent record;
  - The quality of care people receive in Devon as rated by the Care Quality Commission continues to be better than what is typical regionally and nationally;

- In the six months between June and November, by working together across the health and care system, we more than halved the number of people in Devon delayed in their transfer of care from hospital;
- We have moved up the national rankings in how the government rate local health and care systems and the outcomes they achieve for the people they serve;
- We have continued our journey towards the ever greater integration of health and care in Devon in how we commission and deliver services through new models of care;
- We have demonstrated we can support older people to live as independently as possible in their own home in their community rather than spending unnecessary time in hospital or moving into residential care prematurely.

4.4 Over the next year, we anticipate:

- The publication of a Green Paper on the future of adult social care and its funding;
- The introduction of a new approach to how we arrange and pay for residential and nursing care in Devon;
- Greater clarity on Brexit arrangements and how that might impact on our workforce;
- A local focus on how we are going to take our 'Promoting Independence' approach to working with people with disabilities on whom we now spend the larger part of our budget.

4.5 The independent facilitator of our self-assessment concluded:

- Senior managers provide strong leadership and have a good self-awareness of the how the council is performing;
- Staff are well informed and are a great asset;
- Established and effective working takes place across the system and there is an understanding that this must and will continue;
- Budget challenges persist with next year being very challenging, although the council and its adult social care function can look back to a track record of making significant budget savings while maintaining levels of service;
- Reducing delayed transfers of care in Devon is a challenge but the situation is improving; it will be vital that momentum is maintained over the winter period and beyond;
- The council needs to explore the work with district councils around accommodation with care and develop better partnerships with their planning and housing functions.

## 5. **Adult Care and Health Priorities**

Through the self-assessment process we agreed with the independent facilitator a number of priorities for 2018:

### 5.1 Learning Disabilities.

Explore the opportunities to input into national and regional support programmes to understand approaches to market shaping, commissioning and delivery of service that will promote independence.

### 5.2 Accommodation with care

Explore how collaborative working with district council partners and others could support the development of an accommodation with care strategy.

5.3 Direct Payments

Review the effectiveness of the council's Direct Payments offer and its alignment to 'Promoting Independence.'

5.4 Community Development

Seek to better understand how other areas are utilising the voluntary and community sector to support the delivery of non-commissioned services and adult social care processes e.g. prevention, care management.

Tim Golby  
Head of Adult Care Commissioning and Health

**[Electoral Divisions: All]**

Cabinet Member for Adult Care and Health Services: Councillor Andrew Leadbetter

Chief Officer for Adult Care and Health: Jennie Stephens

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

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BACKGROUND PAPER                      DATE                      FILE REFERENCE

Nil