

INSPECTION OF SOCIAL CARE SERVICES FOR OLDER PEOPLE

PHASE 3

Standards and Criteria

STANDARD 1: NATIONAL PRIORITIES AND STRATEGIC OBJECTIVES

The council is working corporately and with health and other agencies to ensure the delivery of national priorities and objectives for social care, the National Service Framework for Older People and their own local strategic objectives.

STANDARD 2: EFFECTIVENESS OF SERVICE DELIVERY AND OUTCOMES

Older people receive social services that promote independence and support them to make the most of their own capacity and potential.

STANDARD 3: QUALITY OF SERVICES FOR USERS AND CARERS

Older people and their carers benefit from convenient and person centred services, through effective care management arrangements.

STANDARD 4: FAIR ACCESS

Social services¹ acts fairly and with consistency about who gets what social care services, and how charging works.

STANDARD 5: COST AND EFFICIENCY

Social services commissions and delivers services to clear standards, covering both quality and costs, by the most effective, economic and efficient means available.

STANDARD 6: MANAGEMENT AND RESOURCES

Social services has management and accountability structures that commission and provide effective services.

¹ Criteria and standards that start with “*Social services...*” use the phrase to refer to:

- the social services department in the council; or
- (in councils with social services responsibilities that do not have a traditional social services department) to that part of the council that carries out social services powers and duties; or
- (where those powers and duties have been delegated to another body such as a care trust or joint agency team) to senior officers and councillors who are accountable for those powers and duties.

STANDARD 1: NATIONAL PRIORITIES AND STRATEGIC OBJECTIVES

The council is working corporately and with health and other agencies to ensure the delivery of national priorities and objectives for social care, the National Service Framework for Older People and their own local strategic objectives.

Criteria

- 1.1 Social services² has a clear strategy for responding to the national objectives for social services and the national priorities guidance (so far as they concern older people and carers) and the social care and partnership elements of the National Service Framework for Older People and the NHS Plan.
- 1.2 Social services, with key partner organisations, is implementing this strategy and has clear performance improvement plans in place to ensure progress.
- 1.3 The council has established local objectives and performance measures for social services for older people. These complement national objectives and priorities, promote Best Value principles and contribute to local Public Service Agreements.
- 1.4 Social services plans social care services for older people:
 - involving and consulting users and carers;
 - in collaboration with health organisations, other parts of the council and other agencies; and
 - through local strategic partnerships and an appropriate range of planning mechanisms.
- 1.5 The council and health organisations are co-operating to develop appropriate working and joint financial arrangements.

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- the social services department in the council; or
- (in councils with social services responsibilities that do not have a traditional social services department) to that part of the council that carries out social services powers and duties; or
- (where those powers and duties have been delegated to another body such as a care trust or joint agency team) to senior officers and councillors who are accountable for those powers and duties.

STANDARD 2: EFFECTIVENESS OF SERVICE DELIVERY AND OUTCOMES

Older people receive social services that promote independence and support them to make the most of their own capacity and potential.

Criteria

- 2.1 Service users and their carers experience services that:
- actively promote independence and seek to reduce dependency;
 - respond to service users' identified needs and achieve agreed outcomes;
 - seek to maintain the dignity of service users; and
 - are reliable, timely, flexible, accessible, non-intrusive, supportive of informal arrangements and adaptable to changing need.
- 2.2 The range of services available is sufficiently broad and varied to meet service users' and carers' needs and includes:
- relevant specialist focus including meeting mental health, sensory impairment, learning and physical disability needs;
 - availability outside office hours;
 - intermediate care, including rehabilitation (particularly following a stay in hospital) and acute preventive services (particularly prevention of avoidable hospital, residential and nursing home admissions) ; and
 - general prevention, addressing longer term risks and promotion of healthy ageing.
- 2.3 Older people are safeguarded against abuse, neglect or poor treatment whilst receiving social care.
- 2.4 Social services works collaboratively with health, housing, other parts of the council and other agencies to provide seamless services.
- 2.5 Both service providers and those responsible for care management services, manage and monitor their services to ensure that they are of good quality, responsive to need and promote independence.
- 2.6 Social services encourages and supports older people who are carers, and all carers, in their caring role.

STANDARD 3: QUALITY OF SERVICES FOR USERS AND CARERS

Older people and their carers benefit from convenient and person centred services, through effective care management arrangements.

Criteria

- 3.1 Service users and their carers experience services that are of good quality, timely and responsive to their needs through a coherent and integrated care management process.
- 3.2 Referral and initial response systems, are convenient and consumer friendly for service users and carers, and recognise and respond to risk.
- 3.3 Assessment and care planning arrangements:
 - promote independence, social inclusion and choice, and view users holistically;
 - are timely, understandable and needs-led;
 - prevent avoidable hospital admission, facilitate timely hospital discharge and rehabilitation, and minimise the need for long term care;
 - effectively combine health and social care issues involving all relevant professionals;
 - involve users and carers as active participants and contributors, and provide access to independent advocacy where appropriate;
 - address the full range of the social care needs of the local population of older people, including mental health needs, physical disability and sensory impairment;
 - include risk assessment and contingency planning to manage emergencies; and
 - contribute to systems social services use to identify and monitor the difference between presenting and eligible needs.
- 3.4 Care plans are:
 - comprehensive and build on strengths as well as addressing and clarifying eligible needs;
 - make clear the intended outcomes of each element; and
 - given to service users and carers in accessible formats.

3.5 Monitoring and review arrangements:

- systematically check the effective implementation of care plans;
- regularly consider whether users' needs and continued eligibility for support have changed;
- re-assess whether the type and volume of services are still providing the best outcomes and maximising independence; and
- ensure care management staff hold reviews within the required time periods.

3.6 Older people have the option of using a flexible and comprehensive Direct Payments scheme and social services supports them and minimises operational barriers.

STANDARD 4: FAIR ACCESS

Social services acts fairly and with consistency about who gets what social care services, and how charging works.

Criteria

- 4.1 Social services with its partners produces and distributes comprehensive information to the public in various formats. This covers the nature, range and types of services provided and how to access them.
- 4.2 Eligibility criteria:
 - inform existing and potential service users and carers about what sorts of people with what kinds of needs qualify for what types of services;
 - help fieldworkers to carry out effective assessments and then match services to assessed needs; and
 - result in everyone being treated fairly and avoids age discrimination.
- 4.3 Older people have fair and equal access to services and those with similar needs are assured of similar access and outcomes regardless of where they live (consistency).
- 4.4 Older people benefit from access to services at times that best meet their needs, and for emergencies out of office hours can also contact duty workers.
- 4.5 Social services is proactive about promoting access to services for people from minority ethnic groups. The Council has published a Race Equality Scheme clarifying how it promotes racial equality for older people, in particular by identifying service outcomes and monitoring the impact of its policies.
- 4.6 Social services respects and responds to specific social care needs that arise from older people's cultures and lifestyles.
- 4.7 The system for charging is transparent, fair and consistent and it avoids age discrimination.
- 4.8 When service users or carers want to comment about their services, there is an effective mechanism for listening to them and they know how to access it. The complaints system works well for users and carers, and is linked to mechanisms to support continuous improvement.

STANDARD 5: COST AND EFFICIENCY

Social services commissions and delivers services to clear standards, covering both quality and costs, by the most effective, economic and efficient means available.

Criteria

- 5.1 Social services has a commissioning strategy and is achieving an effective balance of services for older people which are flexible, of defined quality and cost effective.
- 5.2 There is clear management accountability for budgets, with financial and managerial responsibility aligned as closely as practicable and supported by robust systems.
- 5.3 Social services knows the unit costs of directly provided and commissioned services for older people and uses this information to decide on the balance of provision within a mixed market, manage resources efficiently and ensure sustainable provision of good quality responsive services.
- 5.4 Social services has in place the key elements for good commissioning:
- needs analysis that develops an understanding of supply, demand, other poorly represented population needs and market purchasing power;
 - strategic planning that develops an informed commissioning strategy in consultation with key participants;
 - contract setting and market management that ensures access to stable and sustainable provision, responsive to delivering social services' commissioning objectives; and
 - contract monitoring that ensures compliance while promoting quality and partnership.
- 5.5 The council has a coherent approach to Best Value to drive improvements in services. This includes agreeing with its partners on applying Best Value principles to joint services.

STANDARD 6: MANAGEMENT AND RESOURCES

Social services has management and accountability structures that commission and provide effective services.

Criteria

- 6.1 Social services has an organisation structure for services for older people and their carers which includes:
- clear accountability for partnership arrangements with other organisations;
 - expertise in managing change effectively;
 - effective alignment of in-house provider functions (where they exist) with commissioning plans, to maximise benefits for users
- 6.2 Organisation and management are supported and informed by:
- IT and administrative systems that provide management information, serve care managers' operational needs and facilitate appropriate inter-agency communication; and
 - policies and procedures for staff including jointly agreed protocols covering interfaces with other agencies.
- 6.3 Councillors have clear responsibilities for social services for older people and their carers, including arrangements for the review of policy and effective scrutiny arrangements for performance.
- 6.4 Social services ensures that the workforce delivering the council's social services responsibilities is of sufficient size, stability and experience; that all staff are appropriately skilled, qualified and supervised; and promotes the uptake of training for staff of all involved organisations.
- 6.5 Social services monitors the composition of its workforce as part of an equal opportunities strategy to ensure that the workforce profile reflects the composition of the local community.