

Item: 12

Policy and Resources Committee: 19 September 2023.

Joint Inspection of Adult Support and Protection – Improvement Plan.

Report by Chief Officer, Orkney Health and Social Care Partnership.

1. Purpose of Report

To present the Improvement Plan for the Care Inspectorate's Joint Inspection of Adult Support and Protection.

2. Recommendations

The Committee is invited to note:

2.1.

That, on 20 June 2023, the Policy and Resources Committee noted:

- The key findings arising from the report, published by the Care Inspectorate on 11 April 2023, of the Joint Inspection of Adult Support and Protection.
- That work was progressing to develop the improvement action plan which would be presented to the next meeting of the Policy and Resources Committee, together with a progress update.

2.2.

That an Improvement Plan was developed to address the five areas identified to support the improvement of Adult Support and Protection, attached as Appendix 1 to this report, and submitted to the Care Inspectorate.

2.3.

That progress made with the actions contained in the Improvement Plan will be reported to the Adult Support and Protection Quality Assurance Sub-Group, with the final report to be completed and reported to the Orkney Public Protection Committee and Chief Officers Group.

3. Background

On 20 June 2023, the Policy and Resources Committee noted:

- That, between October 2022 and April 2023, the Orkney Partnership was inspected to ensure that adults at risk of harm in Orkney were safe, protected and supported.

- That, on 4 April 2023, a joint seminar for Elected Members, Integration Joint Board Members and NHS Orkney Board Members was held to provide feedback following receipt of the draft inspection report.
- That, on 11 April 2023, the Care Inspectorate published its report of the joint inspection of adult support and protection, attached as Appendix 1 to the report by the Chief Officer, Orkney Health and Social Care Partnership.
- The key findings arising from the inspection report, summarised in section 4 of the report by the Chief Officer, Orkney Health and Social Care Partnership.
- That work was progressing to develop the improvement action plan which would be presented to the next meeting of the Policy and Resources Committee, together with a progress update.

4. Improvement Plan

4.1.

Following the Joint Inspection of Adult Support and Protection in April 2023, five areas for focus were identified to support the improvement of Adult Support and Protection work in Orkney.

4.2.

The Improvement Plan was developed across Orkney partners to ensure appropriate focus upon the identified areas.

4.3.

The Improvement Plan, attached as Appendix 1 to this report, was submitted to the Care Inspectorate on 9 June 2023.

4.4.

The Care Inspectorate has confirmed they are satisfied with the action plan.

4.5.

The first update on the Improvement Plan will be presented to the Adult Support and Protection Quality Assurance Sub-Group in November 2023 before being considered at the Orkney Public Protection Committee and Chief Officers Group.

5. Corporate Governance

This report relates to the Council complying with governance and scrutiny and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

6. Financial Implications

There are no financial implications directly arising as a result of this report. Any actions identified as part of the Improvement Plan must be met from within existing budget allocations.

7. Legal Aspects

There are no legal implications directly arising as a result of this report.

8. Contact Officers

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9. Appendix

Appendix 1: Improvement Plan.

Orkney Partnership ASP Improvement Plan June 2023

Background	<p>Following the Joint Inspection of Adult Support and Protection in April 2023, five areas for focus were identified to support the improvement of ASP work in Orkney.</p> <p>This Improvement plan is developed across the Orkney Partners to ensure appropriate focus upon these area.</p> <p>The Chief Officers Group (COG) will have oversight of the implementation of this plan.</p> <p>Progress will be reported to the ASP Quality Assurance Sub Group with the final report to be completed and reported to the OPPC and COG by October 2023.</p>
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Lead	Head of Health and Community Care
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1: Chronology, risk assessment, investigation and protection planning templates and guidance need to be updated and standardised to ensure a consistent approach from all adult services and partners.

Action Item	Action Required	Person Responsible	Timescale	Outcomes	RAG Status to be completed on a quarterly basis	
A	Chronology Template and Guidance	Agree a standardised Chronology Template and Guidance to all staff. Agree template for both CP and ASP activity	November 2023	Training rolled out to all Council Officers and other relevant staff.		
		Briefing Sessions to Social Work staff, Council Officers, key Health and Police staff				Team Manager (Adult and Learning Disability Social Work)
		Audit roll out All new investigations/open ASP cases. Supervision and patient records.	Public Protection Lead Nurse	January 2024	Audit of use of chronologies. Chronologies used appropriately.	
B	Revise Risk Assessment and Investigation Templates and Guidance	Audit existing tools and guidance. Adopt best practice template.	February 2024	Audit report completed and recommendations made.		
		Re-issue Risk Assessment and Investigation Templates and Guidance.	Team Manager (Adult and Learning Disability Social Work)	March 2024	Risk Assessment Guidance and template reissued to staff recommendations made.	
		Briefing Sessions for staff.	Public Protection Lead Nurse As above	March 2024	Briefing sessions completed	

		Audit role out.	As above	January 2024		
C	Revise Adult Protection Plan Template and Guidance.	Agree format and related guidance, ensuring clearly defined outcomes for adults at risk of harm.	Service Manager (Adult and Learning Disability Social Work)	February 2024	Audit confirms that Adult Protection Plans are in place and are fit for purpose.	
		Audit implementation	Public Protection Lead Officer	January 2024		
D	Update adult social work business recording systems in line with procedures and issue new recording guidance for PARIS.	Update PARIS in line with new ASP procedures	PARIS and IT staff	Dependent on PARIS upgrade but aim for January 2024	Audit confirms staff are recording on PARIS in line with guidance.	
		PARIS guidance issued and staff briefed.				

2: Ensure effective governance and quality assurance arrangements are in place to support improvements in practice.

Action Item	Action Required	Person Responsible	Timescale	Outcomes	RAG Status	
A	Multi-agency self-evaluation and quality assurance framework to be developed	Pilot, review and implement a self-evaluation tool for staff.	Service Manager (Adult and Learning Disability Social Work)	March 2024	Evidenced through ASP Quality Assurance Sub-group	
		Develop and implement a rolling audit and self-evaluation framework with clear links to the overarching improvement plan and governance arrangements.	Public Protection Lead Officer	March 2024	Strengthened operational oversight	
		Review role and membership of ASP Quality Assurance Sub-Group.	Chair of OPPC	November 2023	Revised membership Improved OPPC / COG oversight	
		Develop and implement a more robust case review process based on the Adult Protection Learning Review Guidance (2022)	Public Protection Learning and Development Officer	March 2024	Implementation of revised guidance	
		Scheduled reporting of Improvement Plan, data and information to OPPC and COG	Head of Health and Community Care	Quarterly commencing autumn 2023	Strengthened oversight at most	

		Chair of OPPC		senior level of the Organisation	
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3: Ensure the involvement of adults at risk of harm at all stages of the ASP process.

Action Item	Action Required	Person Responsible	Timescale	Outcomes	RAG Status
A Involvement of adults at risk of harm at all stages of the ASP process	Improve the offer of advocacy services for adults at risk of harm.	Service Manager (Adult and Learning Disability Social Work) Public Protection Lead Officer	March 2024	Attendance at case conferences audited.	
	Improve involvement of adults at risk of harm and	Service Manager (Adult and Learning Disability Social Work) Team Manager (Adult and Learning Disability	December 2023	Evidence of attendance at case conference or reason why not captured. Robust recording of Council Officer interviews	
	How this is recorded on PARIS.	PARIS team	Will be dependent on PARIS upgrade work	Data on adult involvement captured on PARIS.	
	Pilot ASP mobile app.	Service Manager (Adult and Learning Disability Social Work)	November 2023	Evaluate the findings of the pilot	
	Pilot, evaluate and implement evaluation tool for adults and carers.	Service Manager (Adult and Learning Disability Social Work)	October 2023	Outcomes reported to ASP Quality Assurance Sub-group	

			Public Protection Lead Officer			
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4: Strategic planning and decision-making should be informed by the lived experience of adults at risk of harm and their unpaid carers.						
Action Item		Action Required	Person Responsible	Timescale	Outcomes	RAG Status
A	Using national guidance determine and introduce model to ensure lived experience voice is heard	Develop wider participation with voluntary sector/interest groups	ASP Quality Assurance Group	January 2024	Framework for local engagement in place	
		Evaluate Leeds model of 'champions'	Service Manager (Adult and Learning Disability Social Work)			
		Establish reference group for annual consultation				
B	Advocacy feedback tool (example: Argyll and Bute)	Introduce Advocacy feedback tool, reflective practice in supervision practice and management sign off.	Team Manager (Adult and Learning Disability Social Work)	March 2024	Audit use of tool and findings	

5: Strategic leaders need to ensure the delivery of competent and effective ASP key processes. Develop a clear vision of ASP to focus the partnership and support improved engagement with staff and the wider public.						
Action Item		Action Required	Person Responsible	Timescale	Outcomes	RAG Status
A	Develop public protection vision statement	Vision document, terms of reference	Chair of OPPC	November 2023	Vision Statement launch. Develop network on protection activity and connectedness.	
		Include and cross reference with community safety/community planning	Chair of OPPC via COG.	November 2023		
		Develop website, publicity materials, newsletter	Public Protection Lead Officer	November 2023		

		Develop annual training and development Plan	Public Protection Learning and Development Officer	November 2023		
B	National awareness raising opportunities	Engage with public, media and staff in line with National Awareness Days/Weeks for example ASP week and recent Hoarding campaign	Service Manager (Adult and Learning Disability Social Work) Team Manager (Adult and Learning Disability Social Work)	Throughout the Annual cycle of awareness raising	Regular raising of awareness of the public. COG overview of impact of such events.	

Date of Next Review	October 2023
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