

**NORTH LANARKSHIRE COUNCIL  
REPORT**

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|--|--------------|--|
| To: HOUSING AND SOCIAL WORK SERVICES COMMITTEE |              | Subject: ANNUAL REPORT ON USE AND MONITORING OF INDEPENDENT SECTOR CARE SERVICES |
| From: HEAD OF SOCIAL WORK DEVELOPMENT          |              |  |
| Date: 21 OCTOBER 2009                          | Ref: DOD/EOC |  |

**1. Purpose of Report**

To inform Committee of Social Work's monitoring of independent sector care services provided on behalf of the council from April to September 2009. The report informs members of contractual activity and contract monitoring outcomes relevant to these services.

**2. Background**

2.1. Following the Committee of May 2009 it was agreed that the frequency of issuing monitoring reports on independent sector services would be twice yearly.

2.2. Social Work commissions a diverse range of social care and support services from independent sector providers, within a contracting and monitoring framework. Contract monitoring measures applied by the Quality Assurance Section include:

- Analysis of Care Commission inspection reports including gradings and action plans
- Investigation and analysis of complaints and concerns
- Analysis of serious incidents
- Monitoring of information returns from service providers
- Sampling of service user review findings
- Monitoring visits

2.3. Where services operate to the required standard, analysis of a range of written submissions is the primary means to assess compliance, a process categorised as "routine monitoring". Where serious or persistent concerns are identified levels of monitoring activity escalate and more frequent contact and scrutiny follows. Monitoring in such circumstances is categorised as "enhanced". Appendix one lists all services subject to monitoring and highlights those services subject to periods of enhanced monitoring during the past six months.

2.4. Monitoring in 2009/10 has seen a greater shift towards service sampling. This has led to an improved understanding of service performance from a service user perspective and of service outcomes.

### **3. Older Adults**

#### **Care Homes**

- 3.1. The two main types of services provided by the independent sector for older adults on behalf of the Council are care home and care at home services.
- 3.2. There are 32 independently run care homes in North Lanarkshire with the capacity to accommodate 1824 persons; currently there are 1629 persons placed within North Lanarkshire care homes. A small number of placements continue in care homes outside of the Council area in response to specific requests and individual preference.
- 3.3. As part of the National Care Home Contract conditions an audit of staff qualifications in care homes was undertaken in June 2009 and resulted in 27 of the care homes achieving the required standard. Homes that did not meet the required standard are working towards increasing their qualified staff ratios and will be subject to further audit in January 2010. Due to the extent of their non-compliance with staff qualifications targets a lower fee level is being paid to two care homes.
- 3.4. Three care homes have been subject to enhanced monitoring during this period. This is as a result of concerns about financial viability, ownership and management changes and concerns around consistency of personal care. Monitoring contact is ongoing with all three care homes to ensure contract compliance and will continue until improvements are consolidated.
- 3.5. Complaint/concern information is received from service users, the Care Commission, Locality Teams and from service providers. In this reporting period 25 referrals were received covering a range of complaints/concerns including potential adult protection incidents, unsatisfactory experiences of respite, hygiene issues, staffing levels and missing items. All of the above were subject to investigation with follow up actions applied as required.
- 3.6. The implementation and publicity surrounding Adult Protection legislation has seen an increase in notifications about protection issues. In this reporting period 6 care home referrals were brought to the attention of the Quality Assurance Section, these included alleged verbal abuse and physical abuses. In line with adult protection procedures all such referrals are subject to investigation by the relevant Locality Social Work Team. Where investigations identify non-compliance with contractual arrangements monitoring follow-up will be applied.
- 3.7. Performance across the care home sector has been satisfactory in the majority of services.

#### **Care at Home**

- 3.8. The majority of care at home services are currently provided to older adults. Seven independent sector providers deliver approximately 8430 hours each week to 790 service users. All services have been subject to monitoring visits within the past 3 months.
- 3.9. Monitoring responsibilities for home support services are now shared between the Locality Teams and the Quality Assurance Section. Low level complaints are addressed via regular meetings between Home Support Team Leaders and providers. Where serious or persistent problems or complaints arise that reflect non-compliance with contract terms the Quality Assurance Section then becomes involved.

- 3.10. Two providers were subject to enhanced monitoring during this monitoring period. The first due to a worker's mishandling of confidential information, the second due to service delivery and organisational difficulties which generated a series of complaints. These issues were resolved and routine monitoring is now applied to both providers.
- 3.11. Existing contractual arrangements will conclude in March 2010. A tendering exercise is scheduled for coming months. Overall levels of compliance within the care at home sector have been satisfactory.

#### **4. Younger Adults**

##### **Supported Living**

- 4.1. The main service purchased for younger adults is supported living. This is primarily delivered by fourteen contracted providers who support over 600 adults with additional support needs, to remain in their own homes and to be included within their communities. People using these services include those with the greatest and most complex care needs.
- 4.2. The outcome from a tender to establish a framework agreement for the provision of supported living services for the next 4 years was reported to Committee in August 2009. Eighteen providers have been selected and approved onto the framework.
- 4.3. Four concerns raised about supported living provision in the past 6 months were subject to investigation. Two of these related to anomalies in financial support arrangements and two to potential adult protection incidents. Action was taken to address these issues and, where appropriate, to prevent recurrence.

##### **Care home and residential respite**

- 4.4. Two residential care services for younger adults continue to operate but are each involved in service reconfiguration that will see those accommodated transferring to supported living arrangements. Each is at an advanced stage of that process.
- 4.5. A previously reported concern about a small care home in Plains which went into financial administration at extremely short notice has now been resolved. The emergency provision of support by another provider allowed for the complex support and housing needs of the people involved to be met in a planned and considered way prior to the closure of the service in June 2009.
- 4.6. Residential respite is provided by three providers. The longer term future and design of existing respite services is currently under review.
- 4.7. Overall services provided for younger adults have operated satisfactorily and complied with contractual requirements.

#### **5. Children and Young People**

- 5.1. Independent sector services purchased for children and young people are predominantly for fostering; residential/secure care; carer support; parenting skills; respite and diversion from crime and anti-social activities. These services are generally well established across the council area through local and national providers.

- 5.2. Work is ongoing with the two new service providers for family support services Barnardos and SENSE for children and families affected by disabilities. A monitoring framework has been implemented and transitional arrangements for individuals to move across to the new services are well advanced.
- 5.3. A contract for the spot purchase of foster care placements has been issued to all independent sector fostering providers. It is envisaged that this will bring a consistency of approach across providers and establish parity with conditions applied to the Council's in-house foster carers.
- 5.4. One service has been subject of enhanced monitoring. This action was taken to ensure best practice in service delivery prevails during a period of service reconfiguration.
- 5.5. There has been closer scrutiny of external residential school services during the past six months as a result of alerts from the regulator and specific individual complaints. Collaborative working across several Councils using these services has proved effective in addressing these concerns.
- 5.6. Overall, levels of concern identified through monitoring have been low across independent services for children and young people with the majority being complaint with contractual requirements.

## **6. Justice**

- 6.1. Social Work, in partnership with independent sector providers and the Lanarkshire Criminal Justice Authority, continues to provide services to meet national strategies to reduce crime; provide non custodial alternatives; encourage those individuals involved in offending behaviours to take responsibility for their actions and to address concerns raised by those affected by crime.
- 6.2. During the past six months the focus of joint work with justice services was to establish a robust monitoring framework which would provide a timetable and structure for service review. Revised contracts are in place for one year's duration to allow the evaluation of agreed service outcomes and to ensure the strategic fit of the revised services. This process will inform future commissioning requirements for 2010/11.
- 6.3. There have been no major monitoring concerns identified with independent justice services during the past six months.

## **7. Advocacy**

- 7.1. In October 2008 Committee approved a significant investment to the development and provision of advocacy services for children across North Lanarkshire. Subsequently a 3 year contract has been negotiated with Who Cares? Scotland and discussions are ongoing with FBS Advocacy for a short term contract which will further develop access for children to independent advocacy.
- 7.2. Adult advocacy services are currently provided by Equals Advocacy and The Advocacy Project. Partnership Agreements with NHS Lanarkshire, the two providers and North Lanarkshire Council are currently being negotiated. Monitoring findings regarding advocacy services are satisfactory.

**8. Recommendation**

It is recommended that Committee note the content of this report.

A handwritten signature in black ink, appearing to read 'D Mackay', with a stylized flourish at the end.

**Duncan Mackay**  
**Head of Social Work Development**  
**16 September 2009**

For further information on this report please contact Dennis O'Donnell, Manager, Quality Assurance on telephone 01698 332084.

## APPENDIX ONE

| <b>INDEPENDENT SECTOR – CARE HOMES</b> |  |   |
|--|--|---|
| <b>Name of Home</b>                    | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| Arran House, Airdrie.                  | Routine                                    |   |
| Avondale, Motherwell.                  | Routine                                    |   |
| Belhaven, Airdrie.                     | Routine                                    |   |
| Blair House, Coatbridge.               | Routine                                    |   |
| Carnbroe, Coatbridge                   | Routine                                    |   |
| Carrickstone, Cumbernauld.             | Routine                                    |   |
| Centenary, Coatbridge.                 | Routine                                    |   |
| Craig En Goyne, Kilsyth.               | Routine                                    |   |
| Darroch, Cumbernauld.                  | Routine                                    |   |
| Deanston, Coatbridge.                  | Routine                                    |   |
| Drumpellier, Bargeddie.                | Routine                                    |   |
| Dunbeth, Coatbridge                    | Enhanced                                   | ✓   |
| Eastercroft, By Airdrie                | Routine                                    |   |
| Elaina, Wishaw.                        | Routine                                    |   |
| Ellenvale, Coatbridge.                 | Enhanced                                   | ✓   |
| Hattonlea, Bellshill.                  | Routine                                    |   |
| Highgate, Viewpark.                    | Routine                                    |   |
| Kirknowe, Wishaw.                      | Routine                                    |   |
| Millbrae, Coatbridge                   | Routine                                    |   |
| Morningside, Newmains.                 | Routine                                    |   |
| Murdostoun, Bonkle.                    | Routine                                    |   |
| Netherton, Wishaw.                     | Routine                                    |   |
| Park Springs, Motherwell.              | Routine                                    |   |
| Rannoch Lodge, Condorrat.              | Routine                                    |   |
| Ravens Court, Wishaw.                  | Enhanced                                   | ✓   |
| Rawyards, Airdrie.                     | Routine                                    |   |
| Rosehall Manor, Shotts.                | Routine                                    |   |
| Rosepark, Viewpark.                    | Routine                                    |   |
| Summerlee, Coatbridge.                 | Routine                                    |   |
| The Village, Cumbernauld.              | Routine                                    |   |
| Thornhill, Wishaw.                     | Routine                                    |   |
| Woodside, Coatbridge.                  | Routine                                    |   |

| <b>INDEPENDENT SECTOR RESIDENTIAL CARE HOMES</b> |  |   |
|--|--|---|
| <b>Name of Home</b>                              | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| Cornerstone                                      | Routine                                    |   |
| Enable   | Routine                                    |   |
| Heatherpark                                      | Routine                                    |   |
| VAMW   | Routine                                    |   |

| <b>RESPITE</b>       |  |   |
|----------------------|--|---|
| <b>Service</b>       | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| PHEW Respite Service | Routine                                    |   |
| Ferrie House         | Routine                                    |   |
| Enable, Kilsyth      | Routine                                    |   |

| <b>CARE AND OTHER SERVICES AT HOME</b>     |  |   |
|--|--|---|
| <b>Service</b>                             | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| Age Concern Scotland (Handyperson Service) | Routine                                    |   |
| Alzheimer's Scotland                       | Routine                                    |   |

|                                 |         |   |
|---------------------------------|---------|---|
| Carewatch                       | Routine | ✓ |
| Choices                         | Routine |   |
| Community Careline              | Routine |   |
| Domiciliary Care (Scotland) Ltd | Routine | ✓ |
| Hazelhead Homecare              | Routine |   |
| Home Concern/ILS                | Routine |   |
| Scot Homecare                   | Routine |   |

| <b>DAY CARE</b>                |  |   |
|--------------------------------|--|---|
| <b>Service</b>                 | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| Alpha                          | Routine                                    |   |
| Bonkle                         | Routine                                    |   |
| CACE                           | Routine                                    |   |
| Capability, Alexander Anderson | Routine                                    |   |

| <b>SUPPORTED LIVING</b> |  |   |
|-------------------------|--|---|
| <b>Service</b>          | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| Capability Scotland     | Routine                                    |   |
| Cornerstone             | Routine                                    |   |
| Enable (Scotland)       | Routine                                    |   |
| Homeshare               | Routine                                    |   |
| Key Housing             | Routine                                    |   |
| Lifeways                | Routine                                    |   |
| Loretto                 | Routine                                    |   |
| Neighbourhood Networks  | Routine                                    |   |
| Penumbra                | Routine                                    |   |
| Quarriers               | Routine                                    |   |
| Richmond Fellowship     | Routine                                    |   |
| SOL                     | Routine                                    |   |
| VAMW Potential Living   | Routine                                    |   |
| LAMH                    | Routine                                    |   |

| <b>JUSTICE SERVICES FOR ADULTS AND YOUNG PEOPLE</b> |  |   |
|---|--|---|
| <b>Service</b>                                      | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| Action for Children Remand Fostering                | Routine                                    |   |
| SACRO Youth Justice                                 | Routine                                    |   |
| SACRO Bail Service                                  | Routine                                    |   |
| SACRO Mediation and Reparation Service (Adults)     | Routine                                    |   |

| <b>SERVICES TO VULNERABLE YOUNG PEOPLE</b>          |  |   |
|---|--|---|
| <b>Service</b>                                      | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| Action for Children CAPS                            | Routine                                    |   |
| Action for Children & Young Carers                  | Routine                                    |   |
| Barnardos Family Support Service                    |  |   |
| Barnardos SAAS (Scottish Adoption Advisory Service) | Routine                                    |   |
| Barnardo's, Chosi Project                           | Routine                                    |   |
| Barnardos Shield Fostering                          | Routine                                    |   |
| Carevisions   | Routine                                    |   |

|                                 |          |   |
|---------------------------------|----------|---|
| CSV – Befriending               | Routine  |   |
| Foster Care Associates          | Routine  |   |
| Fosterplus                      | Routine  |   |
| Includem Intensive Support      | Routine  |   |
| Partners in Play                | Enhanced | ✓ |
| JMT (Jane Moore Trust )Services | Routine  |   |
| SENSE Family Support Service    |          |   |
| Who Cares?                      | Routine  |   |

| <b>ADVOCACY</b>      |  |   |
|----------------------|--|---|
| <b>Service</b>       | <b>Monitoring Status at September 2009</b> | <b>Enhanced Monitoring from April to September 2009</b> |
| Equals Advocacy      | Routine                                    |   |
| FBS Advocacy         | Routine                                    |   |
| The Advocacy Project | Routine                                    |   |
| Who Cares? Scotland  | Routine                                    |   |