

**REPORT TO: HEALTH AND SOCIAL CARE SERVICES COMMITTEE ON
3 FEBRUARY 2010**

SUBJECT: ADULT SOCIAL CARE GOVERNANCE POLICY

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 This report seeks Committee approval for the Adult Care Services Governance Policy.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme in relation to the function of the Council as Social Work Authority under the Social Work (Scotland) Act 1968.

2. RECOMMENDATION

- 2.1 **It is recommended that Committee approves the Adult Care Services Governance Policy (APPENDIX 1).**

3. BACKGROUND

- 3.1 Care Governance is the overarching term used to cover a range of activities which in the past have tended to be viewed as discrete areas of organisational activity within adult social care.
- 3.2 Members will be familiar with many of these activities which include continuous improvement (e.g. Public Sector Improvement Framework), adherence to equality and diversity legislation, practice audits, analysing complaints and ensuring practice and quality assurance standards are met.
- 3.3 Through the establishment of an Adult Social Work Care Governance Board, it is now the intention that a structured and co-ordinated managerial approach is developed throughout adult social care which will take overall responsibility for coordinating staff involved in these activity areas. It is the expectation that this Board will help to ensure that the quality of professional practice and service provision is further improved.
- 3.4 A copy of the Adult Care Services Governance Policy is attached as **APPENDIX 1**.
- 3.5 An Adult Social Care Practice Standards and Quality Assurance Procedure will be developed to add detail to actions required in Community Care to assure quality.
- 3.6 This procedure will highlight that all managers and staff working in adult social care services have a responsibility for ensuring that all activity is subject to a quality assurance process.

- 3.7 Quality assurance methods, as outlined in the procedure, include regular case file audits, practice monitoring observational visits and assessing service user feedback. Performance reporting through the joint service user carer review form provides important information in terms of how well officers are supporting service users and unpaid carers in attaining the outcomes as identified in their care plans.
- 3.8 At an operational level, ongoing team and supervisor support is an integral element in ensuring practice standards are in place. At a strategic level, the Adult Social Work Care Governance Board, as described in the Governance Policy, will oversee and ensure that the policy is implemented.
- 3.9 Officers consider that the development of an Adult Social Work Care Governance Board, Governance Policy and the development of Practice Standards and Quality assurance procedures are necessary at a time when greater emphasis is being placed nationally on embedding a self-assessment approach to continuous improvement and the development of an outcomes approach to community care. Furthermore, both initiatives are in line with the vision outlined in Changing Lives: Report of the 21st Century Social Work Review.

4. SUMMARY OF IMPLICATIONS

(a) Single Outcome Agreement/Service Improvement Plan

- (i) National Outcome 15 – our public services are high quality, continually improving, efficient and responsive to local people’s needs;
- (ii) Service Priority 3.5 – Improving Workforce, Standards and Infrastructure;
- (iii) Service Priority 4.1 – Improving key delivery processes and
- (iv) Service Priority 4.5 – Increase our capacity for self-evaluation

(b) Policy and Legal

This report should be considered in accordance with the statutory duties contained under section 12A of the Social Work (Scotland) Act 1968.

(c) Resources (Financial, Risks, Staffing and Property)

There are no financial implications directly arising from this report.

(d) Consultations

The following have been consulted and are in agreement with this report:-

Chief Social Work Officer/Director of Community Services
Service Manager – Older People
Rhona Gunn – Acting Principal Solicitor
Robin Paterson – Senior Performance and Quality Officer

Shirley Feaks – Policy & Procedures Officer

5. CONCLUSION

- 5.1 In supporting the attainment of better outcomes for service users and unpaid carers, this report seeks Member's approval for a new policy and procedure relating to Care Governance and Practice Standards and Quality Assurance within Adult Social Care Services.**

Author of Report: Jane Mackie – Acting Head of Community Care

Background Papers:

Ref: