

Strategic Inspection of Adult Support and Protection

Report by: Nick Clater, Head of Service, Health and Social Care

Report for Noting

Recommendations

Cabinet is requested to

1. To note the outcome of the inspection for Adult Support and Protection.

1 Purpose of Report/ Executive Summary

This report advises of

1. The outcome of the strategic inspection
2. The recommendations that will be included within the improvement plan.

Date: 01/08/24

Report Contact: Nick Clater

2 Background

2.1 Scottish Ministers requested that the Care Inspectorate lead a second phase of joint inspection and development of adult support and protection in collaboration with Healthcare Improvement Scotland and His Majesty's Inspectorate of Constabulary in Scotland.

The national inspection activity programme follows the phase one inspections that took place in 2017/2018. Phase two is closely linked to the Scottish Government's improvement plan for adult support and protection, and the national implementation groups which support it.

The Midlothian Partnership were part of phase two joint inspections with an aim to provide national assurance about individual local partnership areas' effective operations of adult support and protection key processes, and leadership for adult support and protection.

The focus of this inspection was on whether adults at risk of harm in the Midlothian partnership area were safe, protected and supported. The joint inspection of the Midlothian partnership took place between January 2024 and July 2024.

To provide Scottish Ministers with timely high-level information, the joint inspection report includes a statement about the partnership's progress in relation to two key questions.

- How good were the partnership's key processes for adult support and protection?
- How good was the partnership's strategic leadership for adult support and protection?

2.2 The Inspection report noted strengths in the following areas:

- The partnership had a vision for adult support and protection that was widely communicated and well understood.
- Adult support and protection inquiries undertaken by social work complied with the refreshed national code of practice.
- Managerial oversight of council officer activity was commendably strong. It was well recorded and linked to supervision discussions.
- Risk assessments were supported by effective tools and templates that promoted high quality work in this critical area of practice.

- Strategic leaders deployed a governance framework for adult support and protection. Overall, they oversaw the delivery of competent, effective adult support and protection practice.

2.3 Areas for Improvement

The report identifies 6 main areas where improvements should be made:

- Quality assurance, self-evaluation and improvement activity was in place. More work needed to be done to ensure this was well embedded and fully linked to improvement activity.
- Interagency referral discussion arrangements were well embedded, but the purpose and process needed to be reviewed to improve their impact on protection planning.
- Where chronologies were completed, they were of a good quality but more needed to be done to improve consistent application in all records. Too many adults at risk of harm did not benefit from having a chronology in place.
- Adult support and protection case conference attendance and information sharing needed to improve. Case conferences should be more person-centred and sensitive to the participatory needs of adults at risk of harm.
- NHS Lothian and Police Scotland needed to strengthen their participation in key elements of practice.
- Adults with lived experience were not engaged in shaping the work of the public protection committee. A plan was needed to address this.

An improvement plan is currently being considered and developed with guidance from the partnerships lead inspector within the Care Inspectorate and in conjunction with Partnership leads. This plan will be monitored and reviewed throughout 2024.

2.4 Summary

Key processes

Overall, finding concluded that the Midlothian partnership delivered adult support and protection processes that protected and supported adults at risk of harm. There were some strong areas of practice particularly management oversight of council officer practice, the risk assessment framework and the quality of chronologies and risk assessments when completed.

The 2017 joint inspection of adult support and protection in Midlothian highlighted timeous progression of adult support and protection referrals and completion of chronologies as areas for improvement.

The partnership's approach to risk assessment was strong. A robust framework was in place that promoted a dynamic review of risk throughout the adult support and protection process. As a result, the quality of risk assessments had improved since 2017, although their presence in records had reduced.

Since 2017 the partnership had worked to positively change practice and ensure that timely advocacy was offered to adults at risk of harm. A range of ongoing measures were put in place to promote advocacy to staff such as briefings, training and the public protection committee newsletter. Staff were guided by procedure to offer advocacy at first contact. These measures meant that advocacy was now offered to most adults at risk of harm and always provided without delay.

Strategic leadership

The 2017 joint inspection found that leadership within the partnership had major strengths. This inspection found that overall, strategic leaders ensured the delivery of competent and effective adult support and protection practice. Strategic leaders' vision for adult support and protection was strong and well understood by staff to ensure effective governance.

The key areas identified for improvement in 2017 had not been fully achieved. The partnership had the components of a sound approach but needed to do more to strengthen collaboration and oversight in some key areas of adult support and protection practice.

2.5 Conclusions

The scrutiny activity was concluded with the publication of the final report on 11th July 2024. Care Inspectorate 'Grades' were not awarded throughout the national activity of Adult Support and Protection. The findings were communicated via the following statements:

How good were the partnership's key processes for adult support and protection?

We concluded the partnership's key processes for adult support and protection were effective with areas for improvement. There were clear strengths supporting positive experiences and outcomes for adults at risk of harm, which collectively outweighed the areas for improvement. Care Inspectorate published report July 24.

How good was the partnership's strategic leadership for adult support and protection?

We concluded the partnership's strategic leadership for adult support and protection was effective with areas for improvement. There were clear strengths supporting positive experiences and outcomes for adults at risk of harm, which collectively outweighed the areas for improvement. Care Inspectorate published report July 24.

3 Report Implications (Resource, Digital and Risk)

3.1 Resource

There are no resource implications in this report.

3.2 Digital

There are no digital implications related to this paper

3.3 Risk

There is a reputation risk to Midlothian Health and Social Care Partnership should identified improvements not be progressed.

3.4 Ensuring Equalities (if required a separate IIA must be completed)

All relevant IIAs sit within service.

3.5 Additional Report Implications

There are no additional report implications at present.

Appendices

Appendix A- Additional Report Implications

Appendix B- Care Inspectorate Published Report.

APPENDIX A – Report Implications

A.1 Key Priorities within the Single Midlothian Plan

A.2 Key Drivers for Change

Key drivers addressed in this report:

- Holistic Working
- Hub and Spoke
- Modern
- Sustainable
- Transformational
- Preventative
- Asset-based
- Continuous Improvement
- One size fits one
- None of the above

A.3 Key Delivery Streams

Key delivery streams addressed in this report:

- One Council Working with you, for you
- Preventative and Sustainable
- Efficient and Modern
- Innovative and Ambitious
- None of the above

A.4 Delivering Best Value

The report does not directly impact on Delivering Best Value

A.5 Involving Communities and Other Stakeholders

A full engagement strategy was carried out by the Care Inspectorate in order to undertake their scrutiny activity.

Any improvements that require relevant consultation with service users, family members and carers will be undertaken by the relevant service.

A.6 Impact on Performance and Outcomes

The attached inspection report highlights several areas within the partnership where strength-based outcomes are the focus in service planning, delivery and evaluation. Any recommendations and areas for

improvement will, once addressed further improve the performance and the outcomes of people using the service.

A.7 Adopting a Preventative Approach

Not applicable

A.8 Supporting Sustainable Development

Not applicable

APPENDIX B

Inspection Report