

**Subject:** **Adult Support & Protection - Thematic Inspection Feedback**

**Purpose:** To update the Integration Joint Board (IJB) in relation to the findings of the first ever, Joint Thematic Inspection of Adult Support & Protection.

**Recommendation:** To note the content of this Report

| <b>Glossary of Terms</b> |                                    |
|--------------------------|------------------------------------|
| NHS AA                   | NHS Ayrshire and Arran             |
| HSCP                     | Health and Social Care Partnership |
| ASP                      | Adult Support and Protection       |
| APC                      | Adult Protection Committee         |

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| <b>1.</b> | <b>EXECUTIVE SUMMARY</b>  |
| 1.1       | During 2017 North Ayrshire volunteered to be involved in the first ever Joint Thematic Inspection of Adult Support and Protection (ASP). The Inspection was carried out over six Local Authority areas during Autumn 2017.  |
| 1.2       | The Draft Report for North Ayrshire was received by us at the end of March 2018. Overall, the Report was extremely positive and highlighted numerous areas of good practice in relation to ASP across North Ayrshire.   |
| 1.3       | <p>The North Ayrshire Report confirmed that the Care Inspectorate (as Lead Inspection Agency) and their Inspection Partners (Health Improvement Scotland and Her Majesty's Inspectorate of Constabulary Services) had agreed with our self-evaluation ratings, as follows:</p> <ul style="list-style-type: none"> <li>• Outcomes for Adults at Risk of Harm: <b>GOOD</b></li> <li>• Key Processes for ASP: <b>VERY GOOD</b></li> <li>• Leadership and Governance: <b>VERY GOOD</b></li> </ul> |
| <b>2.</b> | <b>BACKGROUND</b>   |
| 2.1       | In May 2017, the Care Inspectorate announced its intention to conduct the first Inspection of ASP. North Ayrshire volunteered to be involved in this Inspection and it was confirmed in July 2017 that North Ayrshire would be one of the six areas inspected. During September 2017 the North Ayrshire Adult Protection Committee (APC) submitted information on redacted ASP cases and a variety of evidence to be read off site, to support our self-evaluation ratings.                   |

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| 2.2 | <p>The on-site inspection week commenced at the end of October 2017 and consisted of three days of detailed file reading and two days of 'Scrutiny Sessions'. Fifty Cases (Health and Social Care Partnership and Police Scotland records) which had gone to the formal ASP Investigation stage or beyond, were audited during the first three days. The Care Inspectorate had developed a specialised ASP audit tool for this purpose. During the final two days of the Inspection, several groups met with the inspection agencies, these included:</p> <ul style="list-style-type: none"> <li>• Groups of mixed staff – voluntary sector, NHS staff, Care Homes etc.</li> <li>• North Ayrshire Chief Officer's Group</li> <li>• The Chief Social Work Officer</li> <li>• The Senior Officer – Adult Support and Protection</li> <li>• The Independent Convenor of the North Ayrshire Adult Protection Committee</li> <li>• Specialist Social Workers (Council Officers) and other Social Work professionals, including Team Managers</li> <li>• Advocacy Workers</li> <li>• Frontline Police Officers</li> <li>• Service Users (who have experience of ASP processes)</li> <li>• Carers (of those who have experience of ASP processes)</li> </ul> |
| 2.3 | <p>The North Ayrshire Report was generally highly complimentary, typical statements included:</p> <ul style="list-style-type: none"> <li>• <b>Outcomes</b> – <i>"Adults at risk of harm whom we met attested that they were treated with dignity and respect at every stage of their adult support and protection journey"</i></li> <li>• <b>Processes</b> – <i>"All of our evidence pointed to the partnership's decisive and consistent operational management of adult support and protection"</i></li> <li>• <b>Leadership</b> – <i>"There was ample evidence of a positive culture at all levels in the partnership, from the senior management and leadership teams to the frontline staff. This positive culture was an important contributory factor to the positive safety, support, and protection outcomes that the partnership delivered for adults at risk of harm"</i></li> </ul>   |
| 3.  | <b>PROPOSALS</b>  |
| 3.1 | None  |
| 3.2 | <b><u>Anticipated Outcomes</u></b>  |
|     | <p>The Adult Protection Committee will consider the implications arising from the Report at its' meeting on 3<sup>rd</sup> May 2018. There were some areas highlighted in relation to future improvement activity, namely in relation to further improving information sharing between partners (particularly between the HSCP and Police and NHS) and the provision of independent Advocacy for Adults at Risk of Harm. The APC – ASP Improvement Subgroup will incorporate any agreed improvement activity into its' 2018 – 2020 Improvement Work Plan. The 2018 – 2020 APC Continuous Improvement Framework and the proposed APC Key Performance Indicators Report format (incorporating the appropriate ASP improvement measurements, targets and timescales) will be shared with the North Ayrshire Chief Officer's Group at their meeting on 31<sup>st</sup> May 2018.</p>  |

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| 3.3 | <b><u>Measuring Impact</u></b>  |
|     | The agreed APC Documentation for the current Biennial period 2018 – 2020 will be shared with the North Ayrshire Chief Officer's Group and quarterly update Reports submitted, in relation to ASP Improvement Work Plans and the Key Performance Indicator Report. |
| 4.  | <b>IMPLICATIONS</b>   |

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| <b>Financial:</b>                          | There are potential new revenue costs associated to making more timely Advocacy Support available for Adults at Risk of Harm who require this.   |
| <b>Human Resources:</b>                    | The APC will continue to deliver its' on-going ASP Training and will continue to encourage all NAHSCP staff to attend as appropriate. The North Ayrshire Draft Inspection Report did comment positively on the doubling of NHS staff making ASP referrals (albeit from a low base) and commented that Chief Officers and the APC were acutely aware of the relatively low number of ASP referrals from Health. Any Health team wishing to access a bespoke ASP input for itself (8 or more minimum delegates) will be supported. |
| <b>Legal:</b>                              | None   |
| <b>Equality:</b>                           | None   |
| <b>Children and Young People</b>           | None   |
| <b>Environmental &amp; Sustainability:</b> | None   |
| <b>Key Priorities:</b>                     | All improvement activity will be amalgamated into the North Ayrshire Adult Protection Committee Strategies and Work Plans.   |
| <b>Risk Implications:</b>                  | None   |
| <b>Community Benefits:</b>                 | None   |

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| <b>Direction Required to Council, Health Board or Both</b> | Direction to :-                                    |   |
|  | 1. No Direction Required                           | √ |
|  | 2. North Ayrshire Council                          |   |
|  | 3. NHS Ayrshire & Arran                            |   |
|  | 4. North Ayrshire Council and NHS Ayrshire & Arran |   |

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| 5.  | <b>CONSULTATION</b>  |
| 5.1 | None   |
| 6.  | <b>CONCLUSION</b>  |
| 6.1 | The Chief Officers' Group were pleased with the North Ayrshire Draft ASP Inspection Report and will discuss the subsequently notified evaluation ratings at their next meeting. The overarching national Report covering all six areas is currently awaited. |

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