

Item No.	Classification: Open	Date: 15/10/2013	Meeting Name: Health, Adult Social Care, Communities & Citizenship Scrutiny Sub- Committee
Report title:		Adult Social Care response to the Francis Report	
Ward(s) or groups affected:		All	
From:		Sarah McClinton, Director of Adult Care, Children's and Adults Department	

RECOMMENDATION(S)

1. That the Health, Adult Social Care, Communities & Citizenship Scrutiny Sub-Committee note this report.

BACKGROUND INFORMATION

2. The Health, Adult Social Care, Communities & Citizenship Scrutiny Sub-Committee requested a report from a range of health and social care bodies in Southwark on their response to the report of the Francis Inquiry. This report sets out the response of Adult Social Care.

KEY ISSUES FOR CONSIDERATION

3. The Francis Report into events at mid-Staffordshire NHS Foundation Trust raised a wide range of concerns about patient care, safety and dignity and about the attitudes and approaches of managers and staff within the trust. The report also highlighted the failure of the wider health system to ensure services of an adequate quality were being delivered from the trust, including the systems of inspection, regulation, commissioning, contract management, complaints, clinical governance, quality assurance, regional NHS management and performance management arrangements. The failure of the Link and the local authority health scrutiny committee to identify the problems was also highlighted.
4. The inquiry found that the organisational culture, characterised by a lack of transparency and openness, together with an excessive focus on financial and performance targets led to a system that did not put patient care at the centre of what it did.
5. There are a large number of detailed recommendations and we believe it is important for adult social care to draw lessons from what happened. Although the focus of the inquiry was hospital services the findings all clearly translate to adult social care, in particular in relation to care provided in care home settings, where the risk of comparable institutional abuse is significant. The same

- principles apply to services provided to vulnerable people in their own home and to any other services.
6. It is evident that there are some clear areas that we should all consider relating to the dignity with which people are treated and the compassion with which they are cared for. Key to ensuring that care in all settings is the kind of care we would want for ourselves and our relatives is for us to listen to staff and to the people who use services and their families. Leadership at all levels of organisations is key to improvement and, in Southwark, this is why we started with investment in My Home Life leadership development programme with our local care homes.
 7. At a strategic level, the council has built on this leadership development programme to create 'My Home Life Southwark', which is our Quality Improvement Strategy for Care Homes aimed at delivering system-wide change. This strategy is attached as it is substantively a major part of our response to the Francis Report (see appendix 1).
 8. My Home Life Southwark applies to all care groups but has a specific focus on older people's homes locally. Separately, the council has considered the lessons from Winterborne View in the light of shocking scenes depicted on Panorama in 2011. Events at Winterborne View and the Serious Case Review that followed highlighted a catalogue of failings in the care system and the need for a culture and a way of working that challenges poor practice and promotes compassionate care. Locally we have set up a Winterbourne View Steering Group to improve services for people with learning disabilities and challenging behaviour with the goal of ensuring there is no such failing for our residents. Progress on implementing the Winterborne View Concordat has been reported to the Adults Safeguarding Partnership Board and the Health and Wellbeing Board. For the purposes of this report the focus is on My Home Life Southwark: Care Home Improvement Strategy.

Summary of 'My Home Life Southwark': Care Homes Improvement Strategy

9. 'My Home Life Southwark': Care Home Quality Improvement Strategy 2013-15 (see appendix 1) has been developed through a partnership group comprising representatives from across the Council and NHS Southwark CCG, the Care Quality Commission, Lay inspectors, Age UK and care home providers.
10. We have been supported by the work of My Home Life which developed an evidence base for improving quality of life in care homes. My Home Life was referenced and supported in the White Paper 'Caring for our Future – reforming care and support'. The strategy has also been informed by the recommendations made in the Cavendish Review 'An Independent Review into Healthcare Assistants and Support Workers in the NHS and social care settings' and the Berwick Review published in August 2013 'A promise to learn – a commitment to act' which highlights the need to place the quality and safety of patient care above all other aims for the NHS.
11. The Strategy responds to the recommendations from The Francis Review 2013 which highlighted a number of key themes: common values, accessible standards and means of compliance, monitoring of non compliance, openness, transparency and candour, strong leadership and support for leadership roles, accountability and ensuring information is accessible and useable. The

Strategy confirms the sector's commitment to working partnership to provide high quality care.

12. The Care Home Quality Improvement Strategy focuses on both care homes with nursing and residential homes and has five key work streams:-
 - Quality Assurance
 - Safeguarding
 - Working together in the future
 - Workforce Development each with a detailed action and implementation plan.
 - Integrated working

13. Delivery of the Care Home Quality Improvement Strategy will be overseen by a steering group who will have membership from all partners and will meet quarterly to review progress and measure the impact of this on the quality of care, based on measures developed through the Quality Assurance work stream.

APPENDICES

No.	Title
Appendix 1	'My Home Life Southwark': Care Home Quality Improvement Strategy 2013-15