

Adult Social Care Quality Assurance

e-newsletter 5



Hello all!

Welcome to the fifth quality assurance e-newsletter. This newsletter is designed to support everyone in Adult Social Care (ASC) - from front-line practitioners to leads, and managers – to give an insight into the current work happening in relation to quality assurance.

We also aim to consider and reflect on the impact of this work for ASC and those drawing on care and support and to open dialogue/opportunities to be involved.

Let's work together to make quality assurance everyone's business, support collaboration and evaluate and celebrate collective impact!

Second external Mental Health audits

Belinda Oates is currently in the process of auditing 20 cases of people who draw on care and support with social care and mental health needs. This will be focused on the Mental Health Service offered and care coordinators offering social work interventions. This includes Nurses, Occupational Therapists, Psychologists, Psychiatrists, as well as Social Workers.

The audits' themes will focus on 3 areas:

- Safeguarding
- Care Act Assessments and Reviews
- Carers Conversations

The methodology will include Belinda accessing Mosaic, NHS RiO and Care notes recording systems to be able to follow the journey of the person through and across the Mental Health Services.

Belinda will be offering mentoring sessions to everyone who has had an audit completed, as well as their managers to feedback her findings, recognise strengths and consider learning opportunities.

Belinda will complete her final report in May 2023 and the finding will be shared in the first instance with SMT and then across the service.

KEY MESSAGES - RECENT BOARD MEETING

The last monthly Quality Assurance Board was held in March and will now take place quarterly. The new Quality Improvement Steering Group (more information below) will be the new dedicated monthly QA space and will feed into the quarterly Quality Assurance Board. The first meeting is on Wednesday 19 April.

Neighbourhoods Service update

This month, Bernice Solvey, Head of Neighbourhoods, provided an overview of the approaches used to monitor quality across the service.

The service uses a range of methods including: -

- Annual Safeguarding Partnership Board audits
- Monthly Safeguarding audits
- Quarterly Neighbours audits
- Weekly review of newly opened section 42.1 and section 42.2 enquiries and rag rating system applied
- Collation of quality alerts in relation to provider/commissioned services
- Monthly provider reports and quarterly meetings

Compliments and Complaints

Jim Read and Malcolm Ankumah from the complaints team shared a report of the complaints ASC have received between April and December 2022.

They explained the process of how complaints come into Camden and are assigned to relevant teams across the council. Some of the highlights are:

- There were several complaints assigned to ASC which were meant for other services such as Children's Social Work or Housing.
- Of the complaints which were for ASC (11 in total), a significant amount are "Open" which needs to be processed and responded to by the relevant manager.

The Board created an action plan to ensure that all complaints are reassigned as required and completed as appropriate.

Once this exercise will be completed, we will have more accurate data about the nature of our complaints, the time in which we respond, the outcomes for the complainant and the wider learning.

Compliments are not logged on to a system as formal complaints are and there were some discussions about how to capture, respond to and celebrate what these tell us about the work we do.

There is more information below about the “I love complaints” Open House that Chris held looking at why we should appreciate and act on complaints.

QUALITY IMPROVEMENT STEERING GROUP

The **Quality Improvement Steering Group** is due to commence on 19 April. The aim of this group is to ensure that we are working with those who are connected to practice on the ground, to enable us to look at quality, areas of focus and plans systematically. The group includes colleagues from different levels and parts of the organisation including team managers and leads. This group will feed into the quarterly Quality Board and ensure there is connection between operational practice and strategic planning and priorities in relation to quality.

We look forward to sharing more with you as this group evolves and we will be considering membership including front line staff and experts by experience.

ADASS PEER REVIEW

From 9-11 May 2023, we will be hosting a London **Peer Review process**. Although this is separate from the upcoming CQC Assurance Assessment (inspection) it will provide some insight into ASC service delivery, help us in recognising our strengths and areas of focus.

A peer review takes a ‘light touch’ approach and is not an inspection or a detailed or scored assessment but a mechanism for peers to provide an external critique, or act as critical friends. It is led by The London Association of Directors of Social Services (ADASS) and the team is made up of colleagues working in other London boroughs doing the same or similar roles.

The focus areas we have chosen for this peer review are **Ensuring Safety and Leadership**.

Frameworks: The peer review team use the emerging CQC assurance framework, descriptions of good practice including ‘Think Local, Act Personal’ statements, as a guide to informing and framing their findings.

Peer Reviews:

- Focus on a particular area within ASC
- Involve a small group (the ‘peer review team’) of staff from a range of London adult social care teams, led by LondonADASS
- Last three consecutive days
- Consist of a series of interviews and focus groups with members of staff, partners and people with lived experience of social care

- A self-assessment and case file audit precedes the meetings over three days
- Conclude with the peer review team presenting their findings through a presentation.

Chris' Open House- I Complaints

In March, Chris Lehmann, Head of ASC Strategy and Commissioning, ran an open house focussing on compliments and complaints.

Compliments and complaints help us understand what is working well and where can we make improvements across ASC. It is important that we listen to feedback from residents and other stakeholders when they share it, and then act on the feedback swiftly. If we are attentive, a complainant can sometimes become one of the best advocates of a team or service.

Camden's approach to complaints is an important area of knowledge and a key responsibility for all practitioners.

The documents located [here](#) cover our local policy and procedure. We also had a range of conversations at an Open House, with some specific considerations for colleagues who work in ASC, which you can find below:

- What does the complainant think will resolve the issue? **What outcomes are they seeking?** Would a **phone call to the complainant help** you to understand the issue better?
- **Check the complaints system** immediately if one is assigned to you. If the complaint is yours to deal with, **respond within the timescales** – the complaint may become a compliment!
- **Issues or compliments about providers?** Contact: QualityAssurance2@camden.gov.uk
- Let us know when you receive a **compliment!** Please email:
 - jamie.spencer@camden.gov.uk
 - jim.read@camden.gov.uk
 - jess.mcgregor@camden.gov.uk
 - malcolm.ankumah@camden.gov.uk

Capturing complaints and compliments, and the learnings from them, can help us make changes to services. These can lead to better outcomes not only for people drawing on care and support, their carers and families, but also for our workforce. Gathering this information can help us to consider operational and strategic changes, which can enable us to continue to deliver "What Matters" to those we support in the most impactful way.

I hope this e-newsletter continues to provide useful information about Quality Assurance in ASC.

If anyone has any questions or suggestions, please do reach out to me, Roisin Harper, our ASC Quality Assurance Lead, your head of service or your manager.

With best wishes,

Jamie Spencer

Head of Insight, Quality and Financial Services