

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	29 May 2018
REPORT TITLE	Health and Social Care Standards
REPORT NUMBER	OPE/18/021
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CHIEF OFFICER	Bernadette Oxley
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TERMS OF REFERENCE	1

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide assurance that the delivery of Children's Services is compliant with the new Health and Social Care Standards which were published in June 2017 and came into effect on 1 April 2018.

2. RECOMMENDATION(S)

- 2.1 It is recommended that Committee:
- 2.1.1 notes the content of the report; and
- 2.1.2 endorses the next steps outlined in paragraphs 3.19 – 3.21 below.

3. BACKGROUND / MAIN ISSUES

- 3.1 The Health and Social Care Standards "*My support, my life*", have been developed through extensive public consultation focusing on what really matters to people who use care. They replace 23 separate sets of standards which have been developed since 2002 for different settings. These included 10 sets of standards for services for adults, 6 for services for children and 7 for services for everybody. Within Children's Services these covered:
- Adoption agencies
 - Care homes for children and young people
 - Childcare agencies
 - Early education and childcare up to the age of 16
 - Foster care and family placement services

- School care accommodation services
- 3.2 The new single set of standards which replace these reflect a greater focus on human rights and well-being. They also apply to everyone, irrespective of age or ability, on the basis that we are all entitled to the same high-quality care and support. As such the standards can be applied to a diverse range of services from childminding and daycare for children in their early years; to housing support and care at home for adults; to hospitals, clinics and care homes for all.
- 3.3 The new standards are built around five headline outcomes which are:
- I experience high quality care and support that is right for me
 - I am fully involved in all decisions about my care and support
 - I have confidence in the people who support and care for me
 - I have confidence in the organisation providing my care and support
 - I experience a high-quality environment if the organisation provides the premises
- 3.4 Each of these headline outcomes is in turn underpinned by five principles: dignity and respect; compassion; be included; responsive care; and support and wellbeing, around which statements have been developed to illustrate the standard of practice that should be expected.
- 3.5 One key difference about the new Standards is that they not only relate to the way that services are delivered, but also to the way that they are planned and commissioned.
- 3.6 The Care Inspectorate and Healthcare Improvement Scotland have both indicated that they expect local authorities and integrated joint boards, amongst others, to be using the new Standards from April 2018. In turn, they will be using them in subsequent inspections of services and when making decisions about registered care and health services, although the Care Inspectorate is planning to phase in implementation from April 2018, starting with care homes for older people.

Children's Social Work

- 3.7 Adherence to expected standards of practice are an essential element of the delivery of a professional social work service. This has been evidenced in recent years by the investment in training in systemic practice which has been a key part of the implementation of Reclaiming Social Work. Such standards are also embedded within the policies and procedures that underpin and support that practice. Where appropriate, these will be reviewed to ensure that they reflect both the principles and outcomes of the new standards. This will ensure that the service is prepared ahead of any subsequent inspection by the Care Inspectorate.
- 3.8 The Alternative Family Care Service, which includes Fostering, Adoption and residential Children's Homes, has developed an ethos of care underpinned by therapeutic principles and approaches which inform how care is delivered and planned. This is informed by a relational approach based on Dyadic Developmental Psychotherapy (DDP). DDP is used to help children and young people in their recovery from early trauma. The approach aims to help children and young people address difficulties with attachment (eg. finding it

hard to feel safe with parents or in primary relationships) and inter-subjectivity (eg. finding it hard to give and take within relationships).

- 3.9 The service has adopted a whole system approach in the application of DDP, which is evidenced across all aspects of how residential and foster care is practiced by the workforce and experienced by children and young people. For example, the Alternative Family Care Service is committed and working to achieve the values of: compassion; ambition; respect and equity.
- 3.10 These values clearly form a part of the new Standards and are firmly embedded, reflected and articulated in practice. This is being evidenced in several measures, including recording of improved outcomes for our young people. For example, young people have fewer changes in placement, remaining in local placements for longer periods, creating opportunities for better development of trusting relationships and demonstrating that the young people in our care are claimed. This has resulted in over 70% of them remaining in placement for over two years and their views are reflected in planning with them for continuing care and other changes which may impact upon their experiences of being cared for.
- 3.11 The residential service has a strong record of seeking the views of young people in its care. For example, a plan is being currently developed to undertake a survey with our young people regarding improvements that we can make in their experiences. In this context our local Children's Homes as well as Fostering and Adoption, are well prepared for future establishment inspections where we are invited to evidence our adherence to the new Standards.
- 3.13 The commissioning of external services will in future reflect the new Standards which will be built into contracting arrangements. Whilst the new Standards are not explicitly covered in current contracts, reference to former National Care Standards can be assumed to include an expectation that the Standards which have replaced them will be the benchmark going forward.

Early Years

- 3.14 The new standards will apply to all services providing early education and childcare for children up to the age of 16. Unlike previous National Care Standards which only applied to registered health and social care services, this new integrated set of Standards will apply to registered and non-registered services. The Standards can equally be used for internal quality assurance as well as external scrutiny.
- 3.16 The Early Years' Service has worked together with colleagues from Aberdeenshire and Moray to establish the Early Learning and Childcare Academy. This has a remit to support all those in the early education and childcare sector in relation to their continuous professional learning. The Early Learning and Childcare Academy has already arranged events for the sector to raise awareness of the new Standards. One event was held in March 2018 at the Beach Ballroom with another planned for May 2018.
- 3.17 Practice development opportunities included in the Aberdeen City Early Learning and Childcare Training Programme will support staff to improve their

understanding of the new Standards and their personal role and responsibilities to meet them.

- 3.18 The quality assurance process for registered services providing funded early education and childcare has been reviewed to ensure that it supports staff to meet the new Standards and make use of these to quality assure the services that they provide.

Proposed Next Steps

- 3.19 Training and familiarisation with the new standards will continue within the relevant services as described above. In addition, briefings will be provided throughout the Service over the summer to all Units and Teams with an expectation that they undertake self-assessment and audit of their practice against the relevant Standards during the autumn.
- 3.20 Similarly, the new standards will be applied to the review and development of both internal and externally commissioned services and built into subsequent tenders and contracts.
- 3.21 Opportunities for more integrated professional learning between Children’s Social Work and Early Years staff and between Children’s Social Work and Adults Social Work colleagues, will also be explored over the coming months to ensure that all practitioners have opportunities to work to the standards expected of their profession, including both the new standards and the SSSC Code of Practice.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications of the implementation of the new standards.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications of the implementation of the new standards.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	There are none.	-	-
Legal	There are none.	-	-
Employee	Staff need to be aware of	L	Staff will be briefed, and

	the new Standards ahead of any subsequent inspections.		information sessions will be provided where necessary. The Standards will be incorporated into relevant staff training and policies & procedures.
Customer	Risk of poor quality services for children and families within Aberdeen that do not meet the expectations of the new Standards.	L	Qualified and knowledgeable staff are more able to provide a quality service to children and families within Aberdeen that meets the expectations of the new Standards.
Environment	There are none.	-	-
Technology	There are none.	-	-
Reputational	As a provider of services covered by the new Standards, the Council has expectations to meet.	L	Regulated services within the council are already used to aiming to meet national standards and anticipate being able to ensure that they meet the expectations of the new Standards within their business as usual approach.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	Aberdeen will be served by qualified and knowledgeable staff working to provide high standards of care.
Prosperous People	Opportunities for improved outcomes for children and families within the city will be maximised by being provided with high standards of care.
Prosperous Place	Aberdeen will be served by qualified and knowledgeable staff working to provide high standards of care.
Enabling Technology	The development of digital solutions will enable staff to provide high quality care.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The new Standards enable services to understand the expectations that their users have of them, to clarify their accountabilities and to support them to deliver high quality council services.
Organisational Design	There is none.
Governance	The new Standards will help the council to set expectations of the workforce alongside the relevant professional Standards of the SSSC which also govern the practice.
Workforce	The new Standards will support the workforce to provide high standards of care along with the SSSC Standards which also govern professional social work practice.
Process Design	There is none.
Technology	There is none.
Partnerships and Alliances	The new Standards apply equally to services provided for adults and older people by the IJB.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required.
Privacy Impact Assessment	Not required.
Children's Rights Impact Assessment/Duty of Due Regard	Not required.

9. BACKGROUND PAPERS

9.1 There are none.

10. APPENDICES (if applicable)

10.1 There are none.

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