

Quality and Strategy Committee Annual Report to the Board – 2017/18

Report to: Board
Date: 27 September 2018
Report by: Paul Edie, Chair
Report No: B-58-2018
Agenda Item: 15

PURPOSE OF REPORT

This report represents a summary of the work of the Quality and Strategy Committee from April 2017 to March 2018 and gives the Committee's opinion on the assurance that this work provides. The Report also reflects the outcome of the Committee's effectiveness session on 22 February 2018.

RECOMMENDATIONS

That the Board:

1. Notes the work of the Quality and Strategy Committee during 2017/18.

Consultation Log

Who	Comment	Response	Changes Made as a Result/Action
Senior Management			
Legal Services			
Corporate and Customer Services Directorate			
Committee Consultation (where appropriate)	By email to Quality and Strategy Committee members – 29.8.18		
Partnership Forum Consultation (where appropriate)			
Equality Impact Assessment			
Confirm that Involvement and Equalities Team have been informed	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>	
EIA Carried Out	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>	
If yes, please attach the accompanying EIA and appendix and briefly outline the equality and diversity implications of this policy.			
If no, you are confirming that this report has been classified as an operational report and not a new policy or change to an existing policy (guidance, practice or procedure)	Name: Paul Edie Position: Chair and Convener of the Quality and Strategy Committee		
Authorised by Director	Name:	Date: 27/8/2018	

1.0 INTRODUCTION

Following the agreement at the Board Governance Review in March 2017 to disband the Policy Committee and Complaints Committee as part of the streamlining of the Care Inspectorate's governance structure, the new Quality and Strategy Committee held its first meeting on 17 May 2017.

During the course of the year, the Committee has undertaken a role in discussing developments in public policies and initiatives, regulatory and legislative matters and the quality of all of the Care Inspectorate's activities. It has also considered the organisation's handling of complaints about regulated care services and about the Care Inspectorate. By making recommendations on the organisation's approaches and methodologies, the Committee has contributed to mechanisms which enable the Care Inspectorate to identify learning from all of its work and provide opportunities to maintain continuous improvement.

2.0 MEMBERSHIP

The membership has included the Conveners of the Audit and the Resources Committees, which has proved beneficial for information-sharing and the decision-making process of the Committee. The membership for 2017-18 was:

Paul Edie, Chair (Convener of the Committee)
Gavin Dayer
Mike Cairns
Anne Haddow
Anne Houston
David Wiseman
Cecil Meiklejohn

3.0 CONSIDERATION OF CARE INSPECTORATE POLICIES AND STRATEGIES

3.1 Scrutiny and Improvement Plan

The Committee has been fully consulted in the development of the Care Inspectorate's Scrutiny and Improvement Plan for 2018-21 and has had the opportunity to comment on the Plan to help inform further discussion by the Resources Committee and the Board.

3.2 Care Inspectorate Complaints Review Procedure

At its meeting in August last year, members were given the opportunity to comment on the modernised complaints review procedure. The committee made several recommendations covering complaint definition, zero tolerance and the publication format for the new procedure.

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3.3 Improvement Strategy

The Committee has been consulted on the Care Inspectorate's Improvement Strategy, which sets the direction and focus of the Care Inspectorate's approach and contribution to improvement in social care and social work. A number of recommendations were put forward by members, all of which helped to shape the final version of the strategy before it was approved by the Board in September 2017.

3.4 New Regulated Care Methodology

The Care Inspectorate's new approach to embed and support evidence-based improvement in care services has led to the development of a new regulated care methodology. The Quality and Strategy Committee has been kept informed, and made recommendations, at all stages of the methodology development. The Committee has shown its support for the new approach to self-evaluation and has highlighted a particular need for looked after children to be encouraged to provide feedback.

3.5 Care Inspectorate Intelligence Model

The Committee has been fully involved in the development of the Care Inspectorate's intelligence model and has made recommendations on its language and terminology, before it was approved by the Board earlier this year.

3.6 Business and Digital Transformation

The transformation journey of the Care Inspectorate is being progressed through the organisation's business and digital transformation programme. At its first meeting, in May last year, the Quality and Strategy Committee noted its support for the project planning approach, the three stages of development and the governance arrangements of the programme.

4.0 CONSIDERATION OF PUBLIC POLICY ISSUES

4.1 The Socio-Economic Duty

The Scottish Government has consulted on the introduction of an overarching socio-economic duty being placed on strategic public bodies. Although not directly covered by the duty, through its scrutiny work the Care Inspectorate has an interest in many issues related to the operation of the duty by commissioning bodies. The Committee supported the Care Inspectorate's response to the consultation, which has highlighted the fact that the duty's principles are already built into the work of the organisation.

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5.0 PARLIAMENTARY MONITORING

Regular briefings have been provided to the Committee to keep members informed of Scottish Parliamentary business, government publications, legislative developments, consultations and the Care Inspectorate's submission of evidence to parliamentary committees.

6.0 COMPLAINTS MONITORING

6.1 Complaints about registered services

Under its remit to monitor the quality of the Care Inspectorate's handling of complaints about regulated services, the Committee has received quarterly reports on complaints activity that have given details of numbers of complaints received, registered and completed, by service type and by relationship of the complainant to the service. The reports have given members the opportunity to scrutinise the annual trends in complaints activity over a 5 year period, since 2012/13.

The introduction of the new complaints handling procedure, which the Committee was consulted on ahead of implementation, has enabled the Care Inspectorate to determine the most appropriate action to resolve complaints. This includes using the information as intelligence about the service which, in turn, helps to inform scrutiny activity and support improvement.

6.2 Complaints about the Care Inspectorate

As part of the quarterly report to the Committee on complaints activity, it has received regular information about complaints against the Care Inspectorate. In November last year, the Committee received the first thematic report that had been produced to outline the learning points that had been gleaned from complaints received against the organisation. The Committee has been pleased to note that activities of Care Inspectorate during 2017/18 has not resulted in any action by the Scottish Public Services Ombudsman.

7.0 QUALITY AND STRATEGY COMMITTEE EFFECTIVENESS

At its effectiveness session in February this year, members considered the proposal to elevate some of its strategic business to Board level, along with other ways in which its business could be addressed, and the disbanding of the Quality and Strategy Committee. There followed further discussion at the Board Governance Review on 15 March 2018, when the proposal was agreed. This decision has introduced a more streamlined committee structure, avoiding duplication of business and with the added advantage of having the involvement of the full Board membership in discussions and scrutiny of complaints activity. The Committee noted that many of the wider policy issues it discussed would benefit from greater discussion at board meetings, held in public.

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8.0 OTHER COMMITTEE BUSINESS

8.1 Overview of UK Regulators

The Committee has continued to receive regular briefings on the activities of the other regulatory bodies in the UK and Northern Ireland, namely Ofsted, Care Quality Commission (CQC), Care and Social Services Inspectorate Wales (CSSIW) and the Regulation and Quality Improvement Authority. The Committee has found this to be a useful source of information in relation to the regulators' roles and responsibilities, recent reports and strategies and proposals for future change. Of particular note during 2017/8 was the Care Inspectorate's involvement with the CQC and CSSIW in order to identify key areas of shared working and learning.

8.2 Scottish Government Programme for Government

Discussion took place last autumn around the Scottish Government's legislative programme and action plans for 2017-18 and beyond, particularly on those matters linked to the work of the Care Inspectorate. Although the range of positive initiatives was welcomed, the Committee raised concern with how they will be funded.

8.3 Care Inspectorate Programmes and Focus Areas

8.3.1 Supporting Improvement in Physical Activity in Older People

The Committee has learned about the organisation's programme of improvement, aimed at encouraging older people using care services to be more active, depending on their abilities. Members were particularly pleased to note the positive impact of the initiative in enabling people to make their own choices about the risk-assessed activities, and how the programme aligned with the new health and social care standards.

8.3.2 Focus Area: Services for Adults with a Learning Disability

The Committee has discussed the findings of the Care Inspectorate's report of its inspection focus area on registered services for adults with a learning disability. The work had been undertaken to examine how services were meeting the principles of the Scottish Government's "Key to Life Strategy", which was aimed at supporting and empowering people with a learning disability. The Committee was encouraged to note that the strategy's outcomes were integral to the Care Inspectorate's scrutiny approaches and aligned with the health and social care standards. As a result of the findings, the Committee welcomed the report's emphasis on local partnership working arrangements and stressed the need for people experiencing care to be fully involved in the design and evaluation of services.

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8.3.3 Focus Area: Meeting the Dementia Standards

Last autumn, the Committee was presented with the findings of the Care Inspectorate's focus work on dementia and living in a care home, and the extent to which services were meeting the dementia standards. The Committee has noted the largely positive findings which were published in a national report last November, and were encouraged by the role the report would have in providing an evidence base for where improvement is needed.

9.0 RESOURCE IMPLICATIONS

The work of the Committee, as part of the main Board business, will continue to be serviced by the Executive Directors, the Executive and Committee Support Manager, and with significant input from the Care Inspectorate's teams across Policy, Intelligence and Professional Standards.

10.0 BENEFITS FOR PEOPLE WHO EXPERIENCE CARE

The Committee has had a significant role in considering internal and external developments which may influence the Care Inspectorate's work and its strategic operating environment. This means that people who experience care can have confidence that the Care Inspectorate's work will remain strategically relevant and capable of evolving and changing as the ways in which care is delivered change. This work will now be progressed at wider Board meetings, as appropriate.

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