

# COMMISSION FOR SOCIAL CARE INSPECTION, INSPECTION OF OLDER PEOPLES SOCIAL CARE SERVICE FOR HEREFORDSHIRE

## PROGRAMME AREA RESPONSIBILITY: SOCIAL CARE AND STRATEGIC HOUSING

CABINET

22ND JULY, 2004

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### Wards Affected

County-wide

### Purpose

To receive the Commission for Social Care Inspections (CSCI) review of personal social services for older people in Herefordshire, and agree an action plan for improvement.

### Key Decision

This is not a Key Decision.

### Recommendation

- THAT (a) the CSCI Report be accepted; and**
- (b) the action plan for improvement in Herefordshire be agreed.**

### Reasons

To continue the Social Care practice improvements for the benefit of the Herefordshire public.

### Considerations

1. In 2002 a Joint Review by the Audit Commission and Social Services Inspectorate of Herefordshire Council's Social Care services took place.
2. CSCI is the new inspection body for Social Care. This inspection in Herefordshire was part of a third phase of a national programme of inspection of services for Older People.
3. Discussions about services for older people have been high on the council's agenda for 12 months prior to this inspection. The need to change and improve older people's services was highlighted in reports to Cabinet on the Outline Business Case on 19th June, 2003, and the detailed Business Case on 29th January, 2004. This business case was seen as a key ingredient in Herefordshire Council's response to the Joint Review.
4. The inspection focussed on the direct experience of users and carers, how the

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Further information on the subject of this report is available from  
Sue Fiennes, Director of Social Care and Strategic Housing on 01432 260039

assessment and care planning arrangements operated, and the range and choice of services provided.

5. There will be a detailed presentation to Cabinet by CSCI. The inspection report will be available at the meeting and on request after that date.
6. The action plan has taken account of the agreed priorities for 2004-05 and the capacity of the Directorate to make further improvement in service delivery.

### **Alternative Options**

There are no alternative options.

### **Risk Management**

The challenges and risk management of the improvement programme will be seen in the report and the action plan.

### **Consultees**

None

### **Background Papers**

None identified.