



People Directorate
Executive Head of Adult Social Care: Nick Ireland



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Date: 24th October 2016

Please reply to:
**Category Management
Team**
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Dear David

Minicom 020 8 770 5178
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Firstly can I thank you and Healthwatch for this report titled 'Let's make support work for everyone'. I was pleased to see so many people involved in your event in June, which ensured that you had really good input from service users, families and support providers.

The report itself is an interesting read, and it was good to see some common themes across the different cohorts represented at the event. You may be aware that the council and the CCG have recently started work on the developed of an LD Strategy for 2017, and some of the information and findings within this report will be able to be used as part of this work.

The recommendations section of the report are split into two section. In order to help you disseminate the report among service providers, I have asked a colleague to prepare a list of all providers that the council engage with and send this across to you in the next few weeks. In relation to the recommendations you make in the report for the council, I will take each of these in turn, setting out the action that the council currently take and any planned actions over the next 12 months.

Council contracts must recognise the importance of a skilled, appropriate workforce to provide support work

Over the years the council has been somewhat generic in its contracts in relation to the standards of the workforce. As we move to recommissioning more and more services over the coming months, it is out intentions to ensure that we have more detail on minimum requirements for staffing. While this won't take effect immediately, it is something that the People commissioning service are working on.

The council endorses this recommendation.

The council must have a robust system for monitoring the quality of work and acting promptly on concerns

The council has in place an annual quality assurance programme, whereby our quality improvement officers visit providers based on a desk based risk assessment of the provider. This system is robust and sufficient to identify issues once we visit a provider.

Our social workers are key professionals who visit care setting on regular basis to talk with clients and support them. Through this they gain useful information and knowledge on the quality of the services being provided to ensure this continues to meet the needs of individuals.

While professional are good at informing the council of any issues with a provider, there is more that HealthWatch may be able to support the council with, to ensure that service users and families inform us of quality issues at an early stage, in order for us to investigate.

I would welcome a conversation on Healthwatch could assist with this.

The council endorses this recommendation.

People who use support and parents and carers must be involved in monitoring the quality of care

While I believe the council has made some progress in this area, especially in relation to LD, there is of course more we can do.

The council commissions Speak Up Sutton to deliver a programme of engagement and consultation with services users, however they are not directly involved in the quality assurance visits that the council undertake, but their information and feedback is.

Going forward as part of the new LD strategy, the council and CCG will need to consider in more depth how they can be. We will be working with Speak Up Sutton during this process to gain their views and ideas on how we could do this.

The council endorses this recommendation.

Where poor quality support has been identified, an action plan must be put in place and regularly monitored

The council's People Commissioning Team, consists of three (3) Quality Improvement Officers. Part of the role for these officers is to work with and monitor actions plan. As part of any action planning process the officers will work with the provider to identify outcome improves and the provider will develop an action plan based on meeting these. The officer will quality assure this and work with the provider to monitor delivery of the plan and ensure that this improvement is embedded across the organisation and through its processes and practice.

The council endorses this recommendation and action was previously underway prior to the recommendation.

Once again can I thank you for this report.

Yours Sincerely

A handwritten signature in black ink that reads "Terry Clark". The signature is written in a cursive style with a large initial 'T'.

Terry Clark
Head of Social Care Category Management

Cc: Sam Barker – George Platts

Tolis Vouyioukas
Strategic Director of the
People Directorate

Niall Bolger
Chief Executive