

Health and Social Services Committee

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Date: Thursday 3 November 2005

Venue: Committee Rooms 3&4, National Assembly for Wales

Title: Care Standard Inspectorate for Wales - Annual Report 2004-05

Purpose

1. To present to the Committee the CSIW Annual Report 2004-05 which provides an overview of trends and the quality of care services in Wales and reports on the way in which CSIW carried out its regulatory duties.
2. To provide an opportunity to consider the findings of the report.

Summary and Recommendations

3. To note and comment on the CSIW Annual Report 2004-05. The Annual Report was published on 25 October 2005.

Background

The CSIW Annual Report 2004-05

4. CSIW has published its third Annual Report covering the period 2004-05 which differs in a number of ways from last year's, reflecting its new statutory basis. It meets the statutory requirements of the Health and Social Care Act 2003 which requires that the Annual Report includes:

- CSIW's findings in the course of exercising its functions under the Care Standards Act
- Information on the way in which CSIW has exercised those functions.

5. The Report is available to the Committee and can also be accessed by clicking on the following link:
<http://www.csiw.wales.gov.uk/fe/default.asp?n1=5> <http://www.asgc.cymru.gov.uk/fe/default.asp?n1=5>

6. The report was published on 25th October. The report provides information to a range of audiences including the public, policy makers, commissioners and regulated services themselves.

7. The CSIW Annual Report will also be discussed in Plenary on 8 November.

General Themes and Findings

8. CSIW regulates over 6,000 settings and agencies. There are five key elements to CSIW's work:

Registration – to decide who can provide services,

Inspection – to inspect those services and publish reports,

Complaints – to investigate and deal with complaints,

Enforcement – to make sure that the Care Standards Act, and the associated regulations and national minimum standards are met,

Contributing to policy development – CSIW's statutory Annual Report is a key element of this.

9. CSIW has seen evidence that many services have improved in quality over the past year. Many people and organisations have contributed to this, including CSIW, which plays a key role. This improvement in a number of services ranges from care homes for older people to sessional day care for children under 8.

10. However the report indicates that there is still significant work to be achieved. There are still aspects of core care practice that are not being fully addressed. These include such areas as care planning, risk assessments, quality assurance, staffing levels, staff supervision and training, recruitment and vetting of staff, record keeping and premises. There remains a need to be vigilant in safeguarding and protecting service users' interests.

11. The report looks at the pattern and trends of services. It paints a picture of considerable diversity in Wales. It is also clear that the overwhelming majority of services are provided by the independent sector. For example, 86% of care homes and 64% of children's homes are now provided by the independent sector.

12. During the year CSIW met its own regulatory responsibilities. Registration remains a significant aspect of work. Furthermore, in addition to carrying out the annual announced and unannounced inspections CSIW also undertook a significant number of additional monitoring visits to services where issues were identified. In total CSIW carried out over 10,000 visits across Wales.

13. CSIW were generally involved in a lower number of complaints compared to last year, particularly for adult services and Under 8's services. There are a number of potential reasons for this including complaints being fully dealt with by the registered service and the reclassification of complaints under child and adult protection procedures. CSIW is one of the key statutory agencies involved in child and adult abuse investigations and CSIW saw a general rise in this activity during the year for many service areas.

14. Service providers are responsible for the quality of their services. Therefore most of CSIW's

enforcement work is based on advising providers of any necessary changes they need to make to meet the regulations and national minimum standards. This entails the setting of requirements which CSIW subsequently checks to ensure compliance. Where necessary CSIW also adopts a more directive role. This may involve discussions with the corporate management of an organisation and discussions with commissioners and other inspectorates. In a limited number of instances CSIW has also taken more formal action, such as initiating prosecution or civil action including cancellation of registration, imposition of conditions of registration and refusal to register. In the latter cases the provider has the right to make representations and can appeal to the Care Standards Tribunal.

15. The Report notes that publishing some inspection reports within the timescale CSIW set itself has been challenging. CSIW has therefore put arrangements in place at the end of the year to change its reporting methods.

16. During 2004-05 there was significant change in the scope of regulation – in particular domiciliary care and adult placement schemes were brought into regulation for the first time. These areas required detailed planning and preparation from both CSIW and providers of care services.

17. Additionally it has also become increasingly apparent that CSIW is now a significant regulator of children's services. Previous local and health authority registration and inspection units were often seen to be predominantly care home focused. CSIW now covers a broad range of children's services - in addition to children's homes and day care for children - adoption and fostering services, and accommodation in boarding schools, further education colleges and residential special schools.

18. CSIW has committed resources to strengthening its relationship with other key stakeholders during the year. This has included developing protocols with partner agencies such as the National Public Health Service, Care Council for Wales, local health boards and Social Services Inspectorate. In addition throughout the year there were scheduled meetings with key provider and service user organisations to ensure that CSIW considers key issues arising within the sector.

Conclusion

19. The Annual Report for 2004-05 provides the most comprehensive overview of individual services to be published in Wales. The report seeks to assist service providers in evaluating their own services and provides key information to enable strategic planning and policy development.

20. The report for the first time sets out CSIW's own three-year strategic plan. This describes the actions necessary to modernise regulation – including a focus on service users experiences, a proportionate approach and reducing any unnecessary burden on providers through closer dovetailing of the work of CSIW and other regulators and inspectorates. These aims accord with the agenda outlined in Making the Connections.

Cross Cutting Themes

21. The CSIW Annual Report will also form a paper to note at the forthcoming Education and Lifelong Learning Committee. The Minister for Education and Lifelong Learning has specific responsibility for Day Care Services for Children Under 8. In light of her responsibilities for education she also has an interest in the schools and colleges reported upon in the CSIW Annual Report.

Action for Subject Committee

22. The Health & Social Services Committee are invited to note the publication of this report.

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