

**Audit and Governance Committee**  
Meeting to be held on 31 March 2014

Electoral Division affected:  
(N/A)

**Adult Services, Health and Wellbeing Directorate - Update Report**

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**Executive Summary**

This report provides an update on the actions taken in response to the internal audit report on the Adult Services, Health and Wellbeing Directorate.

**Recommendation**

The Audit and Governance Committee is asked to note the progress report.

**Background and Advice**

At their meeting held on Monday 27 January 2014 the Audit and Governance committee considered the Internal Audit Service progress report and requested update reports on the actions taken to improve internal controls in respect of:

- Actions relating to initial assessments of *direct payments* to vulnerable adults and in particular to ensure compliance with the council's responsibilities under the Mental Capacity Act;
- The use by staff of *assessment tools* for adults social care to ensure the objective and efficient calculation of individual service user budgets;

**Direct Payments**

The issue of direct payments has been progressed by:

- Updating guidance for staff.
- Using the staff newsletter to remind staff of the procedures with regard to direct payments to a person who lacks mental capacity and reference to the guidance provided for staff.
- A training programme for staff on direct payments with emphasis on mental capacity delivered by Direct Payments Advanced Practitioner and followed up with ongoing learning circles and direct support for staff.

- A review of service users with learning disability and dementia who are receiving direct payments.
- Mental Capacity has been identified as a priority for practice development by the Principal Social Workers.
- A recent audit indicates that in the majority of cases staff are evidencing mental capacity issues and taking appropriate action. Where staff show that further learning and development is needed, issues are highlighted and direct support will be provided by Advanced Practitioners.

Further audits will be undertaken.

### **Assessment tools**

The use of new assessment tools (FACE – Functional Assessment of the Care Environment) is monitored by the Adult Social Care Performance Management Group. Use has increased by 58% over the last year. During the period April 2013 – Jan 2014 the Adult Social Care Team completed approximately 4000 FACE Overviews. Teams are recording on the new tools for the majority of cases. In the main any exceptions relate to historic cases which had been started and so have been completed on non FACE records. Also, learning disability cases were not transferred to FACE until Nov 2013 when the FACE learning disability resource allocation system (LD RAS) was introduced.

A sample of estimated budgets has been analysed to identify any learning and development required for staff to ensure that scoring to calculate the estimated budget is accurate. E learning and direct support is available from the company who provide the assessment tools.

Ongoing robust management audit is in development.

### **Consultations**

N/A

### **Implications:**

### **Risk management**

Any risks will be mitigated by management audit and supervision of staff which will identify where corrective action is required.

### **Local Government (Access to Information) Act 1985 List of Background Papers**

Paper	Date	Contact/Directorate/Tel
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N/A

Reason for inclusion in Part II, if appropriate – N/A