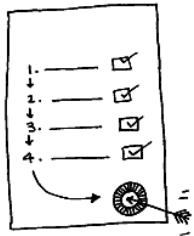




Commission for Social Care Inspection
Making social care better for people

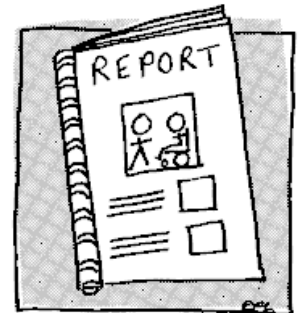
Introduction

Every year, the Commission for Social Care Inspection (CSCI) collects lots of information so that they can see how well Social Services Departments all over the country are doing.



The Government has said what sorts of things we should be doing to make things better for people. CSCI checks out whether we are doing these things.

They then write a report that tells everybody what they think. Anybody can have copies of this. The reports they write are quite long and complicated, so this is one that is a bit easier to understand.



The ways in which we should be making things better for people are by helping them to have:-

Improved Health and Emotional Wellbeing – helping people to keep well and happy



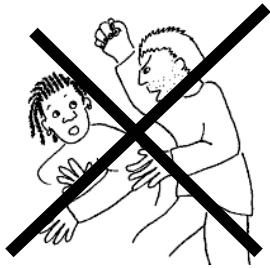
Improved Quality of Life - so that people can do the things that they want to do, when they want to do them, and being safe and comfortable at home

Making a Positive Contribution – doing things with and for other people, and helping to make the big plans



inControl

Increased Choice and Control – people making their own decisions, and having the support to make them happen



Freedom from discrimination or Harassment –
Being able to do the same things as other people,
and not have people bully you or be nasty

Economic Wellbeing – having enough money
to keep well and safe



Maintaining personal dignity and Respect – having
help to keep clean and comfortable if you need it, and
having help to keep your home clean and comfortable
if you need it.

“Delivering Outcomes”

These things are called the “**Seven Outcomes**”, and CSCI say how well they think Councils are doing on each one.



Then they say what they think about how Councils are doing on all of them together. They call this “**Delivering Outcomes**”

**This is how they say how well they think
Councils are doing on “Delivering Outcomes”:**



Excellent



Good



Satisfactory (just good enough)



Poor (not good enough)

“Capacity for Improvement”

CSCI also say whether they think Councils will be able to make things even better by:-



Having good managers in the Council, (**Leadership**)

Making sure the Council spends its money well, and on what people want and need. (**Commissioning**)



**This is how they say how well they think
Councils are doing on “Capacity for
Improvement”:**



Excellent



Promising



Uncertain (not really sure)



Poor (not good enough)

Star Rating

This can be-

 Three stars

 Two stars

 One star

No stars

The more stars a Council gets, the better CSCI think it is doing.

This is what CSCI said about how well Bracknell Forest did from April 2007 to March 2008.

Improved Health and Emotional Wellbeing



helping people to keep well and happy



CSCI said we were **EXCELLENT** at this

Things we do well:-



People have a lot of information about how to stay well and healthy

We work well with Health services to get things right for People, and we help people quickly



There are lots of activities that people can do to help them stay fit, and we can show how this is helping people.

We are good at checking how well people think they are being supported.



Last year they said we should do better at getting people home from hospital quickly. This year they said we have got very good at this, and that we are better than most other Councils.

Things we could do better:-

They said that there were no particular things we need to do better.

Improved Quality of Life



so that people can do the things that they want to do,
when they want to do them, and
be safe and comfortable at home



CSCI said we were GOOD at this

Things we do well:-

Even more people than last year are being helped to stay at home, rather than go into a care home. We are good at getting equipment to help people to do this.



More people with learning disabilities are choosing how they want to live, and be supported. We want everybody to be able to choose like this.

Some people need very special kinds of support, and we are quite good at knowing who they are



Things we could do better:-

We could use some “assistive technology” better to help people. Assistive technology is special equipment that helps people stay independent for longer.



We should have more “extra care housing”. This means places for older people to live where there is extra support for them when they need it.

Making a Positive Contribution



doing things with and for other people, and helping to make the big plans



CSCI said we were GOOD at this

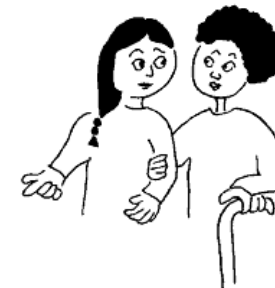
Things we do well:-

People are helped they can say what they want, and this includes people who are not easy to talk to.



When people have told us what they think would make things better, we do what we can to make it happen.

A lot of people are supported to do voluntary work.



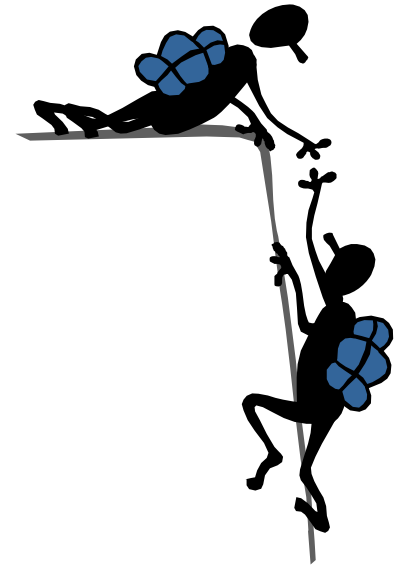
Things we could do better:-



We need to make it easy for more people to tell us what they need and want, as we do for people with learning disabilities

Increased Choice and Control

in  **Control**



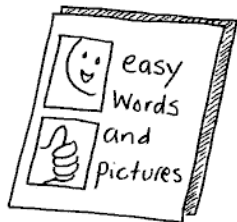
people making their own decisions, and
having the support to make them happen



CSCI said we were EXCELLENT at this

Things we do well:-

We act quickly when people need support, and we listen to what people say.

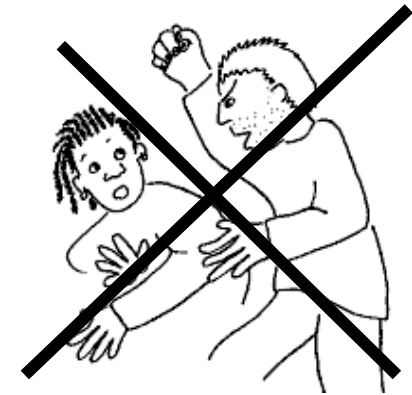
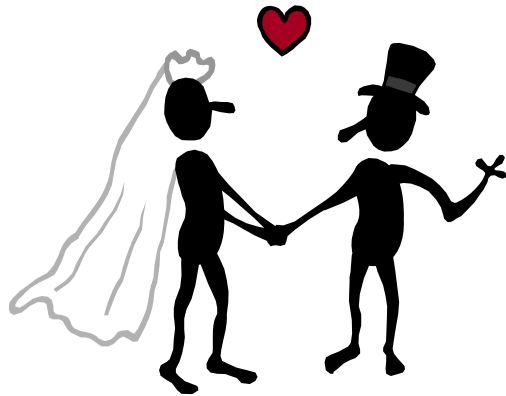


We have a lot of information that people can understand

When people are not happy about something and want to complain, the Council deals with it quickly



Freedom from discrimination or Harassment



being able to do the same things as
other people, and
not have people bully you or be nasty

People can get support at any time of day or night,
if there is an emergency



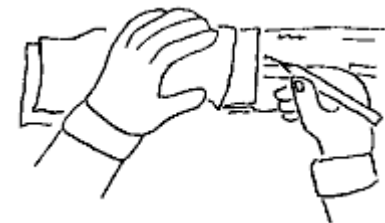
Lots and lots of people have a Direct Payment
and there are a lot of things that people can
choose to do with the money

We share information with staff in health services,
so people only have to tell us things once. This is
called a "single assessment"



Things we could do better:-

We should make sure that people from all different
backgrounds have the chance to have a Direct
Payment to choose their own support.





CSCI said we were GOOD at this

Things we do well:-



We are very clear about who can get services from the Council

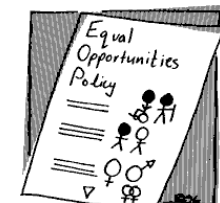
We make it easy for people to contact the Council and get advice.



We are getting better at supporting people from different ethnic groups (like black people)

Things we could do better:-

The Council needs to do more to make sure people with disabilities, and people from different ethnic groups (like black people) are included in as much as possible, as the law says we should



Economic Wellbeing



having enough money to keep well and safe



CSCI said we were **EXCELLENT** at this

Things we do well:-



We have ways of helping people to get jobs or training to help them get jobs

We give lots of support to families, which helps to make sure they can still go to work.



We give advice to people to make sure they are getting all the welfare benefits they should get.

Things we could do better:-

They said that there were no particular things we need to do better.

Maintaining Personal Dignity and Respect



having help to keep clean and comfortable if you need it, and having help to keep your home clean and comfortable if you need it.



CSCI said we were GOOD at this

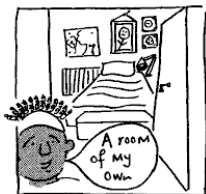
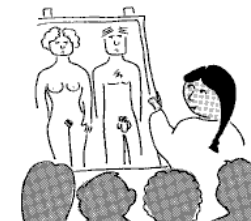
Things we do well:-



Our training to tell staff how to keep people safe is good

We make sure staff know what information about people they are allowed to tell people in other organisations

We support people to have good relationships with other people, and don't tell them that they should not love people who are the same sex.



People in care homes do not have to share rooms if they don't want to

Things we could do better:-

We should train staff in other organisations to know how to keep people safe. We should be told about more problems then.



“Capacity for Improvement”



Whether CSCI think we are able to make things
even better for people.

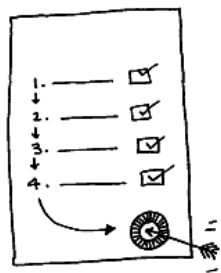


CSCI said they thought we were Excellent

Leadership

Things we did well:-

We have organised some staff teams differently, and make sure we check how well we are doing. Everybody knows what we want to do to make life better for people.



We have listened to what people want, and planned to make it happen. We work with other staff in the Council to do this.

We get a lot of support from the Councilors, and from the Chief Executive (the top manager of the Council), so that we can go on making things better.



We keep checking out how well we are doing
(Quality Assurance)



Things they said we need to do:-



We need to make sure that we can keep getting better at getting staff to work for the Council, and stay here.

Commissioning – making sure the Council spends money wisely

Things they said we did well:

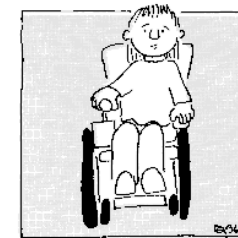
We use our money fairly and on what the Government says we should. We are good at checking that we are not spending more money than we have.



We ask people what they want, and how well they think we are doing. We make sure that services in other organisations are good enough

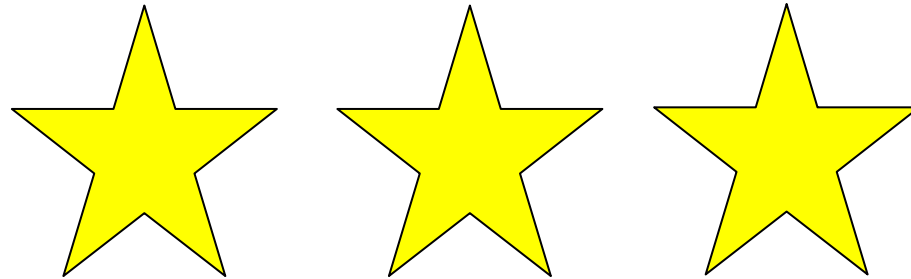
Things they said we need to do:-

Some services we pay for still cost too much. We need to pay less for services for people who need a lot of support.



CSCI said that they think we deliver **GOOD** outcomes, and have **EXCELLENT** prospects for getting even better

They think we are good enough to have
THREE STARS



The Managers have written a plan to tell CSCI how we will make things even better for next year.