

**OVERVIEW & SCRUTINY BOARD**

**14 NOVEMBER 2006**

**SOCIAL CARE AND ADULT SERVICES SCRUTINY PANEL**

**PROGRESS REPORT**

**PURPOSE OF THE REPORT**

1. To provide members of the Overview and Scrutiny Board with an update on the progress of the Social Care and Adult Services Scrutiny Panel.

**PROGRESS OF THE PANEL**

2. The panel's review of Dignity in Care is continuing. Since the last update to the Board the panel met, on 3 October, to receive further evidence from the Social Care department on the Personal Social Services survey 2005/06 that had been completed by elderly home care users. This information highlighted service users' feedback on issues such as satisfaction with current services, personal safety, complaints, and general treatment. The panel felt that further work should be undertaken to seek more qualitative information and officers were requested to come back to the panel with further information.
3. Also at that meeting, panel members had the opportunity to discuss dignity in care with a number of representatives from the council's preferred Domiciliary Care providers. The discussion initiated a useful debate regarding the need to ensure that the views of the most vulnerable service users were sought.
4. Several panel members have also undertaken visits to a number of care homes in the town. The visits give members the opportunity to talk to the care home manager, staff and residents and to view the facilities. Members reported their findings to the panel meeting on 24 October.
5. The panel's last evidence gathering session will take place on 15 November where the panel will be meeting representatives from the Commission for Social Care Inspection.

**RECOMMENDATION**

6. That the Overview and Scrutiny Board notes the content of the report.

**COUNCILLOR CHARLES ROONEY**

## **CHAIR OF THE SOCIAL CARE AND ADULT SERVICES SCRUTINY PANEL**

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