

Health and Adults Scrutiny Sub-Committee

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Adult Social Care, Care Quality Commission (CQC) Inspection Preparation

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CQC Inspection



- CQC – Care Quality Commission
- When??? Jan 24-Dec 25
- Published report
- Outstanding, Good, Requires Improvement, Inadequate



Care Quality Commission Assessment Framework

The CQC will assess local authorities under four themes. Each theme will include 'We' Statements that demonstrate the quality statements the local authority will deliver and 'I' Statements which provide the service user perspective on how the local authority should meet this theme.

1. How we work with people

This includes assessing needs (including unpaid carers), supporting people to live healthier lives, prevention, well-being, information and advice

2. How we provide support

This includes market shaping, commissioning, workforce equality, integration and partnership working

3. How we ensure safety within the system

This includes safeguarding, safe systems and continuity of care

4. Leadership

This includes capable and compassionate leaders, learning, improvement, innovation and governance

Inspection Activity



Week 1	Weeks 2-3	Weeks 4-9	Weeks 10-26
<ul style="list-style-type: none">• Published data• Website• Providers survey• Carers centre/carers• Advocacy• VCS	<ul style="list-style-type: none">• Self-assessment• Information return• Structure charts/contacts for staff/partners.	<ul style="list-style-type: none">• Case Tracking	<ul style="list-style-type: none">• Senior management meeting• On-site visit including interviews with Mayor, Lead Member, Scrutiny Chair, Chief Executive, statutory DASS, Principal Social Worker, Principal Occupational Therapist



Our preparation: High Priority



Priority 1

Area	Description	Preparation to date
Self-Assessment	<ul style="list-style-type: none"> • Within 3 weeks • 20 pages • strengths and areas for development • against CQC Assessment Framework. 	<ul style="list-style-type: none"> • Agreed May 2024. • Process in place for updating • Already reviewed: introduction, themes 1, 2 and 4.
Information Return	<ul style="list-style-type: none"> • Documents/evidence submission • Within 1 or 3 weeks • Specific areas specified by CQC 	<ul style="list-style-type: none"> • 109 documents identified • 95 (86%) in place and 54% quality assured • New versions needed when notified
Case Tracking	<ul style="list-style-type: none"> • 50 cases, with case summaries • Range of service areas specified • Active within the last 6 months. 	<ul style="list-style-type: none"> • 50 cases ready for sharing with CQC. • 27 people confirmed happy with services and to speak to CQC • Constantly requires updating.



Our preparation: Medium Priority



Priority 1

Area	Description	Preparation to date
Mobilisation Plan	<ul style="list-style-type: none"> • From notification • To report publication • Who will do what, when • Incl. comms with CLT, members and the mayor. 	<ul style="list-style-type: none"> • Plan in place • Currently socialising • Developing templates
Comms and Engagement	<ul style="list-style-type: none"> • Staff • Partners • Members • Other stakeholders • Support to prepare • Shared narrative 	<ul style="list-style-type: none"> • Overarching communications and engagement plan <ul style="list-style-type: none"> ○ Staff conference, webinar ○ Written and live briefings (staff/partners) ○ “Roadshow” at team meetings ○ Resources for managers ○ Lead Member briefings. • Developing mobilisation period comms plan



Our preparation: Lower Priority



Priority 1

Area	Description	Preparation to date
Documents	<ul style="list-style-type: none">• Additional evidence• CQC may request <i>or we may want to submit</i>• E.g. policies and procedures	<ul style="list-style-type: none">• Initial scoping complete• Publication of CQC Information return superseded, thus paused• Will be reviewed to identify any further work needed.



Peer Review

- Peer review is like a mock inspection by ASC leaders from other boroughs.
- We had a peer review at the end of January on Leadership and How we work with people.



Feedback

Strengths:

- Our committed and passionate workforce really stood out
- We have strong partnerships with health and the community and voluntary sector
- We know our communities well.
- Knowledgeable and experienced staff
- Strong learning and development offer
- Good reflective culture of learning and improving
- Great resources such as the Carers' Centre and Independence Living Hub

Areas of focus:

- How we use **data** more effectively
- Some people who draw on care and support and carers reported not being offered **direct payments or carers' assessments**
- **Continuing Health Care** – how we work with partners to ensure residents access this when they are entitled to do so
- Ideas on how we ensure we don't create a **dependency** on social care when people have low needs
- A better understanding of user **satisfaction**



Theme 1: Working with People



Strengths:

- Strengths based approach
- Prioritisation of safeguarding
- Getting the right support through info. & advice
- Access to reablement and improved outcomes
- Strong carers offer
- Coproduction and involving user voice
- Addressing inequalities for BME users

Areas of focus:

- Moving to SMART-er outcomes in support planning
- Strengthening Technology Enabled Care (TEC)
- Improving Direct Payments service model
- Increasing feedback and how we act on it.



Theme 2: Providing Support



Strengths:

- Most people are positive about our provision, and we are working for even better.
- Service design shaped by intelligence; users and carers
- Committed and stable workforce
- We engage and support providers
- Collaborative working with partners

Areas of focus:

- Delivering our housing with care strategy to better match need.
- Developing pan-provider engagement
- Developing quality assurance mechanisms for commissioned provision



Theme 3: Ensuring Safety



Strengths:

- Safeguarding is our top priority
- No safeguarding or DOLs waiting lists
- Continuous improvement including learning from audits and adverse events
- Work with partners to manage risk
- Strong safeguarding learning culture and offer
- People transitioning supported to be safe
- Safeguarding core to commissioned provision

Areas of focus:

- We are improving Mental Capacity practice through training
- Embedding transition practice and pathways beyond learning disabilities
- Continuing work to raise awareness



Theme 4: Leadership



Strengths:

- Ambitious leaders
- Stability in Service Managers
- Effective governance being streamlined further
- Strong corporate commitments on equalities and a diverse workforce
- Strong learning culture and offer

Areas of focus:

- Change at Senior levels and delay recruiting SAB Chair
- Delivering our new workforce strategy
- Using our data better
- Improving how we gather, learn and act on feedback
- Increasing access to Continuing Health Care (NHS funding)



Ensuring Quality in ASC



Ensuring quality and improvement in ASC is built into our ongoing and business as usual arrangements, led by the Director of ASC.

Key contributors:

- ASC Transformation Programme reporting to the ASC Transformation Board.
- Quality Assurance Board
- Improvement plans, including the Safeguarding Improvement Plan and Practice Improvement Plan.

