

Tower Hamlets Health and Wellbeing Board

23rd September 2024



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

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Director of Adult Social Care



Purpose of this update



We want to keep our staff, partners and other stakeholders up to date on the progress we're making to prepare for inspection and to share what we know about the inspection so far.

Following this update, Board members will;

- Better understand the inspection process
- Have heard about the key activity we're focussing on to prepare
- Be aware of the key messages from our self-assessment relating to partnership working
- Have had an opportunity to ask any questions



Ask of the Board



- We are asking the Health and Wellbeing Board to support us to:
 - Cascade these key messages about ASC CQC inspection to relevant teams, partners and stakeholders.
 - Reflect on the key messages about partnership from our self-assessment, what they mean to you, and how you'd draw on them in any conversations with inspectors that you may have once we're notified (we'll support with more targeted briefings at this point too).





About the CQC ASC Inspection Process



Background



- The Care Quality Commission (CQC) began inspecting Local Authority Adult Social Care in January 2024. They have said they will inspect all local authorities before the end of 2025.
- The inspection looks at the whole adult social care system, not just the Local Authority.
- More than 50 local authorities have already been notified of inspection.
- Tower Hamlets has not yet been notified for inspection but could be at any time.
- We are working hard to prepare

- You can find out more about the CQC inspections here - [Local authority assessments - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/local-authority-assessments)
- Some inspection reports have already been published they're available here - [Local authority assessment reports - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/local-authority-assessment-reports)



Inspection Activity



Day 0 = Corporate Director of Health and Adult Social Care (statutory DASS) is formally notified of inspection by email then...

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"> • Submit self-assessment • Submit information return • Submit structure charts/contacts for staff/partners. 	<ul style="list-style-type: none"> • Submit 50 cases 	<ul style="list-style-type: none"> • Senior management meeting • On-site visit including interviews with Mayor, Lead Member, Scrutiny Chair, Chief Executive, statutory DASS, SAB Chair, Principal Social Worker, Principal Occupational Therapist



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, wellbeing, 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

Partnership Working in the Framework

TOWER HAMLETS

Providing Support (theme 2 – blue below) and Leadership (theme 4 – green below) are the key parts of the assessment framework where CQC are looking at our partnership working most.

To understand our work together, we anticipate CQC will want to speak to HWBB members as well as front line staff in partner organisations.

Care provision, integration and continuity

- We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.

Governance, management and sustainability

- We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate..

Partnerships and communities

- We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

Learning, improvement and innovation

- We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

The best of London
in one borough



Preparations so far



Preparing for assessment is everyone's business – we all have a part to play. So far, we have:



- Held a staff conference on CQC (Oct '23), supported by ELFT and a staff webinar on CQC (June '24)
- Begun a roadshow visiting team meetings, discussing what people are proud of and what they would change if they could
- Held a Peer Review (Jan '24) to support our self-reflection and continuous learning (key findings in these slides)
- Built on findings of Peer Review to finalise our self-assessment and are regularly reviewing and updating it
- Been working through the information return documents that we will need to submit to CQC [Local authority information return - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)
- Used ELFTs idea of *happy folders* for teams to share evidence of good practice and things they are proud of.
- Developed a mobilisation plan for our step-by-step actions once we receive notification
- Continued to identify and maintain an up-to-date list of 50 cases to share with CQC for their case tracking
- Begun to develop and deliver a communications plan to help share key information our staff and partners need, to take part
- Established weekly meetings to oversee our preparatory work and share information
- Analysed the 9 inspection reports published so far, to support our learning and inform our preparation.





ASC in Tower Hamlets – our key messages



Our vision for adult social care is for our residents to be supported to meet their goals, be connected to others and be as independent as possible

(Adult Social Care Strategy 2021-2026)

We need to evidence to inspectors that this vision drives the work we do and supports delivery of our Care Act duties.



Peer Review



- Our London ADASS peer review took place at the end of January focussed on themes 1 and 4 (working with people/leadership).
- A summary of the feedback we received is below

Strengths:

- Our committed and passionate workforce really stood out
- **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 Independent Living Hub

Some areas to develop further:

- How we use **data** more effectively
- Ensuring we are always fully exploring the opportunities to offer **direct payments or carers' assessments**
- **Continuing Health Care**– working with partners to ensure residents access this funding when entitled to
- Ideas on how we ensure we don't create a **dependency** on social care for people who have low needs
- A better understanding of user **satisfaction**



Our self-assessment narrative: key partnership messages we want to share



We work collaboratively with partners

We have effective governance and are streamlining it further

We have ambitious leaders



Partnership areas to prepare/discuss



Area of strength	How we know we're doing well and what we're developing further	What does this mean to you?
<p>We work collaboratively with partners (theme 2)</p>	<ul style="list-style-type: none"> We work jointly to deliver on Council, ICB and Tower Hamlets Together priorities. Joint integrated commissioning roles and the strength of the Tower Hamlets Together (THT) partnership with Health gives us a strong foundation to influence and improve the interfaces between Social Care and the NHS Our joint Mental Health offer is award winning, and we have been key partners in successful Mental Health transformation with ELFT Through THT, we're committing even further to place based support in our new Localities and Neighbourhoods programme, which will further strengthen links with commissioned preventative interventions and other assets. 	<p>How do you work collaboratively with partners? How do we respond to challenges in a coordinated way across the system? What examples and evidence do you have?</p>
<p>We have effective governance and are streamlining it further (theme 4)</p>	<ul style="list-style-type: none"> Proposed further alignment of the Health and Wellbeing Board and Tower Hamlets Together that will improve governance and synergy between the two. We have robust and effective governance arrangements in place, for example, a fortnightly Directorate Leadership Team meeting, Adult Social Care, Integrated Commissioning and Public Health senior management meetings and transformational change overseen by the ASC Transformation Programme. 	<p>How has governance touched on your work as the HWBB? What is your understanding of the links between your work and Tower Hamlets Together?</p>
<p>We have ambitious leaders (theme 4)</p>	<ul style="list-style-type: none"> Our vision and priorities for Tower Hamlets, as set out in our key Council and partnership strategic documents, such as the Health and Wellbeing Strategy, set out clear and ambitious goals. 	<p>How have you worked with partners to create, share and drive forward the Health and Wellbeing Strategy vision?</p>





What next?



Next steps



- We continue to increase our inspection readiness and prepare
- We're committed to getting information and engagement out to teams and supporting them to prepare. We need your help to do that for your organisations and teams.
- When we receive formal notification, we'll be in touch with you as key partners. We may also be sharing contact details of Health and Wellbeing Board members with the CQC inspection team



Key contacts



We want to support you to be prepared for your role in CQC inspection of Adult Social Care. If you think of any further questions, please speak to one of the team that are leading on CQC inspection preparation. Key contacts are:

- Emily Fieran-Reed, Head of ASC Improvement, Transformation and Assurance (emily.fieranreed@towerhamlets.gov.uk) 020 7364 3320
- Sarah Murphy, Principal Social Worker (sarah.murphy@towerhamlets.gov.uk)
- Jo Bolton, ASC Transformation Lead (joanna.bolton@towerhamlets.gov.uk)



Thank you!

Questions and discussion

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