



CQC Local System Review Hampshire 2018

Hampshire Health and Wellbeing Board
11 October 2018

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BACKGROUND & PURPOSE

- Following the government's 2017 Spring Budget announcement of additional funding for adult social care, the Secretaries of State for Health and for Communities and Local Government asked the Care Quality Commission (CQC) to carry out a programme of targeted 'system' reviews in local authority areas
- CQC have reviewed health and social care systems in 20 local authority areas to find out how services are working together to support and care for people aged 65 and older
- Interim report and final report now published Beyond Barriers (July 2018)
- The review aimed to better understand the pressures and challenges
 within the system as a whole to highlight where things are working well
 as well as areas for improvement in the provision of health and social
 care in Hampshire





PROCESS & PLANNING

- The review was led by a Lead Reviewer supported by teams of CQC Reviewers and Specialist Advisors
- Key lines of enquiry used to determine how the system is working to:
 - Maintain the wellbeing of the population in their usual place of residence
 - Respond to crisis
 - Support people to return to their usual place of residence or a new place of residence
- The programme was led by the Director of Adults' Health and Care supported by a Senior Officer and project and programme management support
- All arrangements were overseen by senior executives across all partner organisations who come together as the Health and Wellbeing Executive Group





REVIEW TIMETABLE

Local system review timeline Preparation Review Pre-preparation Report Writing Quality Weeks 4-5 Week 6 Week 1-3 Week 7-9 Week 10-14 (Days should include out-of-Weeks 1-2 Weeks 4-5 hours) Drafting Letter · Contact request. Day 1: Focus groups SOIR returned Quality assurance System Overview · Commissioning staff. · Provider staff (across broad Information Return · Analysis of Editorial groups). (SOIR) sent out. People's experience, quality and access documents. Social workers and occupational Discharge information Focused report / letter therapists. flow · Analysis of qualitative with advice for the area People using services, carers and Single shared view of quality Case tracking and quantitative data. Health and Wellbeing families · Call for evidence from Board (cc other VCSE sector. inspectors. Data profile partners · Call for evidence from Day 2-3: Interface pathway local stakeholders Factual accuracy Liaison with statutory interviews Agree review bodies and others Focus on individuals' journey schedules Local summit (with (e.g. NHS England, through the interface through improvement partners) NHS Improvement, services (with scenarios) and Week 2 Health Education case tracking/dip sampling Relational audit. Publication England, Sustainability and Day 4: Well-led interviews Week 3 Transformation Senior leaders Review leads: Partnerships, regional · Sense check with nominated Meet senior staff/ run leads). people from key partners through local context Attend local events Agree escalation Day 5: Final interviews, mop up with people living in process if required. and feedback. the area Meeting with other local partners Cross-directorate inspectors focus group

Team - 4-5 CQC/ 3-4 SpA



KEY FINDINGS



Strengths include:

- a consistent and shared purpose, vision and strategy across all organisations in support of people
- a strong understanding of the health and social care needs of Hampshire's population
- good examples of inter-agency work at a strategic and operational level
- a commitment to providing opportunities for people receiving services and their representatives and carers to influence service development
- an advanced use of digital tools to provide support to people and to enable staff in different organisations to share information, reducing unnecessary duplication





KEY FINDINGS CONTINUED

11 recommendations for improvements including:

- Greater oversight and assurance of actions and progress
- Streamlining the hospital discharge processes equitably across Hampshire
- Addressing the workforce challenges as a collective
- Opportunity for greater joint working including joint commissioning and planning, pooled funding and join up of services more consistently
- Improved partnerships, collaboration and trust, particularly with voluntary and independent sector





ACTION PLANNING & FUTURE GOVERNANCE ARRANGEMENTS

- Detailed action plan submitted on 20 July 2018
- Development of the action plan was supported by an Improvement Partner (Social Care Institute for Excellence)
- Monitoring and oversight by Department of Health and Social Care through National Partner support
- Oversight will be by the Health & Wellbeing Board and Health and Wellbeing Executive Group
- Introduction of an Improvement and Transformation Board to include oversight of CQC areas for improvement through a number of cross cutting and related integration themes

12 MONTH ACTION PLAN IN SUMMARY

