

# Adults' Health and Care, Care Quality Commission (CQC) preparations.

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# Introduction

- Background to CQCs new assessment
- Secretary of State objectives for ASC Regulation
- Current National Position
- Our Preparation
- Our Improvement Areas
- CQC Guidance on the role of local Democratic Leadership
- LGA Guidance on how a CEO can prepare

# Background

- From April 2023, CQC responsibilities include looking at how well local authorities are meeting their duties under Part 1 of the Care Act (2014).
- These assessments use a subset of quality statements from their new single assessment framework. They are structured specifically around the context, aims and roles of a local authority and focus on **4 themes**:
  - How local authorities work with people
  - How local authorities provide support
  - How local authorities ensure safety within the system
  - Leadership
- There are nine quality statements, that sit across the four themes.
- The four themes are underpinned by quality statements using **‘I’ and ‘we’ statements**

# Secretary of States objective:

The objective of the assessment framework is for CQC to assess how well local authorities are delivering their Care Act duties for people accessing care and support.

## Secretary of State's priorities:

- Access to care for those who need it, including people who are discharged from hospital.
- Personalisation of care to meet the needs of individual people and their carers.
- Commissioning services to support good outcomes from care.
- Supporting a vibrant and sustainable local care system.
- Support and development for the social care workforce.
- The Secretary of State for Health and Social Care approved the final guidance on CQC assessments, as required by the Health and Care Act 2022 at the end of 2023

# CQC LA assessment - current position

- CQC have now published 11 [Local Authority Assessments](#) .
- 4 Local Authorities have been assessed as **Requires Improvements** (London Borough of Brent, Derby City & London Borough of Harrow, Royal Borough of Windsor and Maidenhead)
- Approx **64** Local authorities have their assessment process underway with the CQC
- Each of the nine Quality statements are given an individual rating - which creates the overall rating

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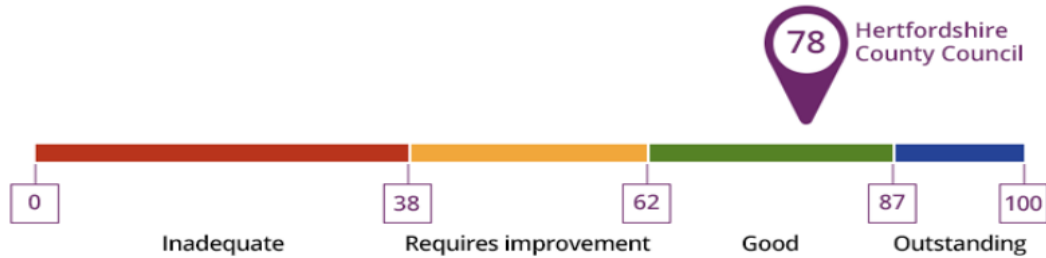


[Review into the operational effectiveness of the care quality commission](#) was published on the 17<sup>th</sup> October .

Seven recommendations are made, including the formally pausing ICS assessment

## Hertfordshire County Council

Good ●

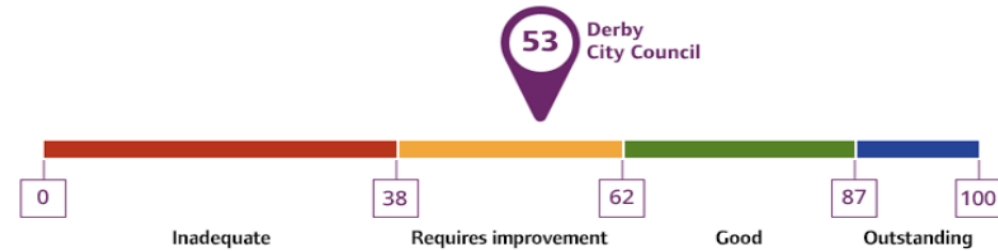


### Quality statement scores

Assessing needs	Score: 3 ●
Supporting people to lead healthier lives	Score: 3 ●
Equity in experience and outcomes	Score: 3 ●
Care provision, integration and continuity	Score: 3 ●
Partnerships and communities	Score: 4 ●
Safe pathways, systems and transitions	Score: 3 ●
Safeguarding	Score: 3 ●
Governance, management and sustainability	Score: 3 ●
Learning, improvement and innovation	Score: 3 ●

## Derby City Council

Requires improvement ●



### Quality statement scores

Assessing needs	Score: 2 ●
Supporting people to lead healthier lives	Score: 2 ●
Equity in experience and outcomes	Score: 2 ●
Care provision, integration and continuity	Score: 2 ●
Partnerships and communities	Score: 3 ●
Safe pathways, systems and transitions	Score: 2 ●
Safeguarding	Score: 2 ●
Governance, management and sustainability	Score: 2 ●
Learning, improvement and innovation	Score: 2 ●

# Preparation

- Establishment of **Practice Improvement Network** (PIN), to bring together a directorate wide approach to monitoring governance and performance, particularly in relation to CQC assurance
- PIN has strengthened working across SMT provided central point for the directorate, both in areas of improvement and strength
- Establish of the **CQC oversight** group

- Articulating our areas of **strengths** through our **Local Account:**

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Connect to Support Hampshire.

Safeguarding Adult practices.

Use of technology to support independence .

Short term services .

Direct payments , including Hampshire PA Finder and the virtual wallet.

Supporting residents with the right support at the right time

# Focusing on current improvement areas

- Waiting lists and pressures at the front door
- Working with unpaid carers
- Developing our practice in relation to Equalities and inclusion and working with seldom heard groups
- Embedding Co-Production further- Improving service user voice and outcomes



# Safely Managing waiting lists – What we have achieved

- Waiting lists refer to people waiting for a:-
  - Care Act s9 Personal Assessment,
  - s10 Carers Assessment
  - or a Review of their Care Provision
- Design and implementation of a (Power Bi) Performance Dashboard to monitor, improve and reduce waiting times for people in need of care and support
- Agreed a standardised Directorate wide Awaiting Allocation Process and Staff Guidance
- Implemented a common risk management framework based on principles of a safe and effective duty function e.g. to ensure that people are supported in response to changing needs/ risks whilst they wait
- Agreed the criteria for Reviews of Section 9 & 10 assessment and unplanned support plans
- Adapted the Electronic Recording process to ensure accurate categorisation of the waiting lists can be made.
- Waiting times have reduced by 89% since June 2024

# Unpaid Carers

During the **Test and Learn**, CQC highlighted the need for specific improvements in relation to **unpaid carers**.

They reported that: *Support for carers, including unpaid carers, and carers assessments could be strengthened to improve carer satisfaction overall.*

CQC recommended:

Refresh of the **carers' strategy** and the development of a supporting **action plan**

Hampshire' Carers Joint strategy 2024 -2029 was published in February 2024. This strategy **was co – produced** with Carers and the voluntary sector.

- **Action plan** to deliver on the strategy is in place and monitored for progress monthly.
- ✓ AHC have developed a new offer for Carers , including offering **carers assessment** through ARF funding

The Directorates' performance in relation to unpaid Carers is measured through NHS Digital National ASCOF Performance 2022/23, is currently showing performance **below** the national reported average.

The directorate will continue to monitor performance, as the impact of the strategy and action plan as it is embedded.

# Improving service user voice and outcomes

The directorate has strong links with established [co – production forums](#).

- During the **2022 Test and learn** with CQC , they reported that they did not have enough direct evidence on the category of people’s experience of assessment, care and support

To ensure appropriate feedback can be received, from service users:

- A short **survey** has been developed and deployed to give people an opportunity to tell us about their experiences , following an intervention
- The survey is design around the **I statements** that are contained within the CQC assessment framework and were co – produced nationally .
- Feedback is reviewed monthly and feeds into PIN for oversight and action development, as necessary.

# Developing our practice in relation to equalities, inclusion and working with seldom heard groups

Draft Strategic plan has been developed, which identified five priority groups:

- People who identify as LGBT+.
- Veterans.
- People from an Asian background – particularly Nepalese.
- Gypsy, Roma and Traveller communities.
- People with language barriers.

Action plan is in development to focus on how to build on existing good practice, improve equity of access and ensure culturally appropriate interventions and support

# Guidance from CQC on the role of local democratic leadership

- **Review the themes of the Care Act** our assessment process is designed to test out, including the specific statutory requirements
- **Review our assessment process** - how performance will be measured and rated
- **Be aware of the preparation** being done by the Director of Adult Services (DAS)
- **Contribute to the self-assessment:** this describes current performance, risks and challenges and the plans to address them
- **Share your insights into local people's experiences** and outcomes of adult social care in your area with the DAS
- **Highlight any local activities, organisations or projects** that are improving people's well-being.

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