

Master CQC work programme plan

Ref	Area for Improvement	CQC Assessment Criteria	Action	RAG	Lead	Original Deadline	If not on target - New Deadline	Source	Progress
1	Feedback loop with residents around waiting times	Assessing Needs	1. Wait time to be communicated at initial point of contact (to be worked in to script for call handlers i.e. contact within X working days of enquiry) 2. letters to be reviewed in terms of detail included and language used so they are concise and digestible.	Amber	Jayne Metcalfe	01/04/24	30/06/24	Peer Review	Resource earmarked in SIG team from 10/06 to review letters and hold a tas and finish group to amend letters. DB can adapt script at the front door to reflect letters.
2	Preparing for Adulthood timeliness of assessments	Assessing Needs	Maintain high performance relating to transition assessments (circa 70%).	Blue	Helen Fisher	01/04/24	Ongoing	Peer Review	
3	Carers Assessments	Assessing Needs	1. Establish a working group to review how we offer carers assessments and carry out assessments. 2. Collate a resource pack for staff on completing assessments including what we have to offer. 3. Ensure web pages are reviewed and have up to date information that we know is accessible.	Green	Sally Morris-Shaw	01/06/24	31/07/24	Peer Review	Working groups scheduled for June. Resource pack to be collated from existing resources and a couple of additions. Katy Lewis is working with Lisa-Marie on the content for the new website so it is drafted and ready for the launch of that.
4	Carers – limited offer want more bespoke person-centred care responses	Supporting people to live healthier lives	Offer to be defined to include 1. content of app developed and app developer procured (info. to be mirrored on website) 2. Flexible support options to be explored and socialised (sitting service and carers personal budgets) 3. Carers action plan to be created with timelines	Green	Katy Lewis	01/06/24	30/09/24	Peer Review	1. advice and info content developed and currently working on app specification content around what it will do 2. report drafted for SM and JC - details two areas which are a sitting service and personal budgets - which will then go through governance 3. Katy has a carers action plan 'care improvement action tracker'
5	Clearer pathways and criteria to reduce handoffs and avoid duplications within teams	Supporting people to live healthier lives	Progress through the ASC redesign.	Green	Sally Morris-Shaw	01/06/24	01/10/24	Peer Review	ASC redesign is currently being worked on and resources are allocated to progress work priorities. Including making safe and OOH remodel.
6	Use of Direct Payments in the context of non-contracted providers	Supporting people to live healthier lives	Established a personalisation programme to deliver the broader changes for Direct Payments.	Green	Kirsty Littlewood	01/09/24		Peer Review	Had various task and finish groups and leads assigned. Working up a new DP toolkit and info and procedures being prepared for staff.
7	Reablement capacity and pinch point in pathways	Supporting people to live healthier lives	Review the reablement pathway to maximise capacity through transformational work.	Green	Debbie Ramskill	01/10/24		Peer Review	Enablement Programme Board established. Action Plan in place to address capacity and face to face contact. 06/07 reablement co-ordinators will take over rotas and will align this with RC redesign as complement eachother
8	Wait times for packages of care	Equity in experience and outcomes							
9	Make EDI more visible for CQC – good documentation evidenced but not reinforced to peer team in interviews with staff	Equity in experience and outcomes	Embed conversations around EDI in 1:1s, PDRs and supervisions. EDI training to be rolled out this year for staff. Include a spotlight on EDI in the newsletter.	Green	Kirsty Littlewood	01/09/24		Peer Review	EDI training has begun, EDI slide is in ASC newsletter and a focus on this for PSW sessions and ASC regulatory lead touring meetings with a focus. Case study included in SMT messages each week. November ASC conferences will have an EDI focus. SLT agreed additional capacity to collaborate from OD.
18	Strategic commissioning informing future planning	Care provision, integration and continuity	Work on future planning to be done 1) to showcase future planning better - including celebrating the work done with Public Health 2) to work with staff to articulate any future planning including any partnership working.		Jacqui Clark	TBC once discussed at SMT		Peer Review	newsletter to highlight good work and detail future planning, engagement framework lays out how we will communicate, engage and celebrate work through workshops 2 x per year on reinforcing strategy and plans, showcasing workbeing done and improvements to be made, lunch and learns will be led by subject expert every other month (led by subject expert or team on particular topic), commissioning forum to be held quarterly with service providers, contracted organisations and stakeholders, Market Position Statement updated yearly and 7 minute briefings as and when needed

19	Financial planning	Care provision, integration and continuity	1. to introduce Care Cubed 2. Better Care Fund Place planning (i.e. is this truly integrated).	Amber	Garry Parvin / Steph Watt	30/06/24		Peer Review	1. Care Cubed has been approved at DLT and funding has been approved and procurement completed. This is a tool that takes metrics that allow us to compare prices for care packages to gauge what is fair and make informed choices around finances and get a fair price. Implementation will be next phase so will require work with IT. The hope is that this will deliver efficiencies in soends. Kay N leading and has evidence. 2. BCF operational group exists as well as an executive group which feeds in to Wellbeing Board. Op group make recommendations about spend that feeds into Executive Group (Cllr Baker-Rogers will chair) and board for things to be agreed. Steph can provide slides as evidence as and when.
20	Continuing to implement fair cost of care	Care provision, integration and continuity	to continue with Fair Cost of Care exercises		Scott Matthewman	TBC once discussed at SMT		Peer Review	Exercise carried out Autumn (for 2024/2025) to establish position in regards to Fair Cost of Care in care homes to inform financial sustainability in the market. Slides provided by Steph. Informed budget setting process in place. Check at commissioning SMT re: home care element.
21	Direct payments accessed for "off contract" commissioning	Care provision, integration and continuity	Review the use of Direct Payments for ad-hoc purchasing of care packages and what can be done instead.	Green	Kirsty Littlewood	01/09/24		Peer Review	Currently being picked up as part of task and finish group for DPs. See action 6.
22	Voluntary Care Sector not represented in meetings with peer team need to be move visible	Partnerships and communities	Make contact with new Healthwatch Manager (Kym) and Shafiq. Agree, and roll out, an approach around regular KIT meetings with key stakeholders in VCS to keep contacts 'warm'.	Green	Dania Pritchard	01/09/24		Peer Review	Meetings have been held with Kym from Healthwatch and Shafiq and Hannah from VAR to discuss CQC and VCS's role. Approach to stakeholders agreed at ASC regulatory board in March and work is ongoing around strengthening relationships.
27	Stronger links with Children's services with 'Whole Family' approach	Safe systems, pathways and transitions	Link with CYPS's PSW, RDASH and Alex from PH to strengthen approaches around Hubs work and joint working between service areas (i.e. through Brunch and Learns) to engage workforce and embed approaches.	Amber	Rebecca Wilson	30/07/24		Peer Review	RW has begun embedding Whole Family approach in Supervision Framework and Review Guidance document. Car Act guidance document will also be updated to include this approach. RW is also creating a practice briefing for staff around this and a brunch and learn will follow in July. Not been able to with Carol Sibley for Whole Family approach as she is currently off work. RW also linking with Katy Lewis (carers managers) around 'no wrong doors' which will allow smoother transitions for young carers. Once these are done RW will wrap up with a brunch and learn about our responsibilities. RW will feed this in to RDASH colleagues and PH so they are aware of this work as with safeguardin board.
28	Community DoLS capacity and waiting lists	Safe systems, pathways and transitions	To ensure we're risk-triaging and prioritising community DOLS and to implement the ADASS tool.	Green	Helen Fisher	01/07/24		Peer Review	Formatting of best prac guidance to be completed and triaging has been discussed with with SG and SMS. Process will be in place by 01/07 inc best prac guidance, tool etc. Will go to SMT in October for a review of the triage tool and guidance for any amends.
34	Lead Member standing down in May 2024 – loss of continuity and knowledge	Governance	Induction of new member and familiarising them with council plans etc.	Blue	Ian Spicer	01/06/24		Peer Review	Supportive new member induction planned by the Council. Briefings to be booked with new lead member and regular engagement sessions once individual has been confirmed.
35	Case load management tool	Governance	Development of a case management tool for a directorate wide trial.	Blue	Rebecca Wilson	01/04/24		Peer Review	Is being embedded in new supervision framework.
36	Qualitative information – capturing the voice of residents	Governance	Implement Co-production Board Implement SMS Friends and Family Test Utilise Making Safeguarding Personal outcomes.	Amber	Laura Thornley	01/06/24	05/08/24	Peer Review	Co-production board have met twice 'Always Listening' and agreed an initial focus on how we access adult social care. SMS Test will go to SMT 03/07. MSP outcomes are included in outputs - update to be received.
37	Audit learning review cycle	Learning, improvement and innovation	Link learning review cycle to Quality Assurance Framework.	Blue	Rebecca Wilson	01/04/24		Peer Review	Quality Assurance Framework now launched across ASC and the audit cycle has been launched and those who audit have until 31/05 to complete this cycle. BPI will then pull data and reporting will start from then. New audit cycle links to QAF through data from PBI and a briefing will link this to QAF on a new profora with 4 monthly report to SMT and DLT. Will also feed in to QuIP subgroup for thematic learning.

38	Supervision and PDR audit	Learning, improvement and innovation	Creation of a supervision framework to be embedded and utilised by staff (to be used alongside existing PDR process to ensure best practice and ongoing professional development).	Amber	Rebecca Wilson	30/06/24	See progress comment	Peer Review	<p>The new supervision framework now shared across ASC. This includes a monthly tracker where managers input when supervision has happened and then a quarterly audit which operations managers will undertake. Trackers are currently being finalised and then this piece of work will be fully rolled out.</p> <p>PBI still awaiting secure file location and staffing lists before tracker development can start. Will not be available on 1st July. Original PBI capacity window has passed. New deadline will depend on speed of information from service, and current work pressures/priorities. - DJ</p>
39	Cascade of information - Brunch and Learn and practice briefings and newsletter	Learning, improvement and innovation	Review how we communicate with staff and what we will be adding to enhance this (i.e. ask the DASS and the communication framework).	Green	Rebecca Wilson	30/06/24		Peer Review	<p>Ask the DASS is currently with IT and then will need to go to DLT for final stage of sign off. Brunch and Learns are in place as is the newsletter. Practice briefings will be created as a result of audit cycle (mentioned previously). Key updates from SMT every are now shared Friday. Communication Framework signed off and was taken to DLT w/c 20/05 and this will now be rolled out.</p>
40	Review and consider Corporate support to ASC	Learning, improvement and innovation	Review and consider appropriate support	Blue	Ian Spicer	01/04/24		Peer Review	<p>Additional capacity secured (investment monies) but keeping under review</p>