

Adult Social Care Preparedness for CQC Regulation

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Context

The Health and Care Act 2022 gave the Care Quality Commission (CQC) new regulatory powers to undertake independent assessment of local authorities' delivery of regulated care functions set out in Part 1 of the Care Act 2014.

From 1 April 2023, CQC commenced reviewing existing data and published evidence for local authorities, focusing on themes relating to two quality statements:

- Care provision, integration and continuity
- Assessing needs

Initially, the data and evidence will not be published at individual local authority level. CQC will publish it at an overall national level as a collection of evidence. As this is a new duty, CQC need to complete an initial formal assessment of all local authorities to establish a 'baseline'. Initial formal assessments of all local authorities will commence in 2024. Pilot sites are currently being assessed.

Assessment Framework

Local authorities will be assessed to determine the extent to which they are delivering their Adult Care functions. CQC will assess against four domain themes:

- i.) Working with people
- ii.) Proving support
- iii.) How the local authority ensures safety
- iv.) Leadership

Each theme includes sub-categories and quality statements or 'we' statements against which we will be assessed.

Integrated care systems will be subject to their own assessment framework.

CQC Themes and Quality Statements

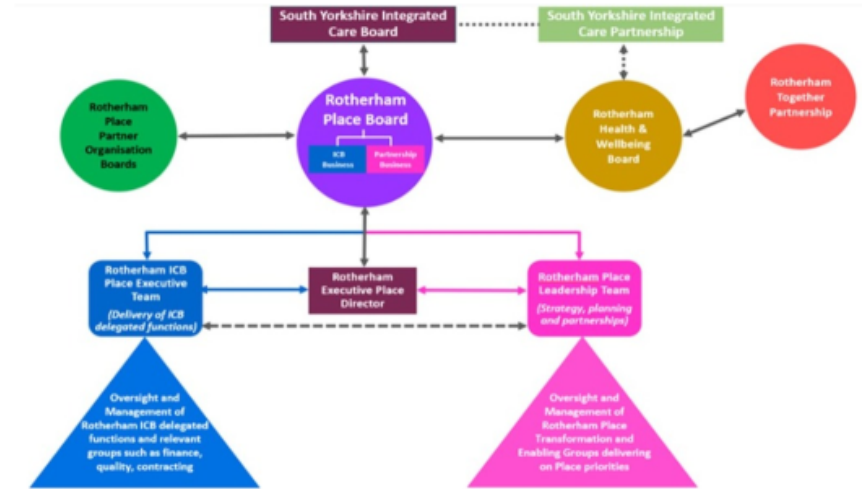
Working with People: assessing needs, care planning and review, direct payments, charging, supporting people to live healthier lives, prevention, wellbeing, information and advice			Providing Support: shaping, commissioning, workforce capacity and capability, integration and partnership working	
Assessing Needs	Supporting people to live healthier lives	Equity in experience and outcomes	Care provision, integration and continuity	Partnerships and communities
<p>We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.</p>	<p>We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives, and where possible reduce their future needs for care and support.</p>	<p>We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.</p>	<p>We understand the diverse health and care needs of people and local communities, so care is joined-up, flexible and supports choice and continuity.</p>	<p>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</p>
Ensuring Safety: safeguarding enquiries, reviews, Safeguarding Adults Board, safe systems, pathways and continuity of care			Leadership: culture, strategic planning, learning, improvement, innovation, governance, management and sustainability	
Safe systems, pathways and transitions	Safeguarding		Governance	Learning, improvement and innovation
<p>We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.</p>	<p>We work with people to understand what being safe means to them and work with them as well as our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect, and we make sure we share concerns quickly and appropriately.</p>		<p>We have clear responsibilities, roles, systems of accountability and good governance 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.</p>	<p>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</p>

A Place Based Approach

CQC regulation is not solely about adult social care.

Regulation focuses on the Council and adult social care as a whole, alongside partnership delivery at a place-based level.

CQC now have powers to assess whether integrated care systems are meeting the needs of their local populations and understand how integrated care systems are working to tackle health inequalities and improve outcomes for people.



Preparing for Regulation 1

- CQC Assurance Board established with ASC, partner and corporate colleagues engaged
- Self-assessment completed which identifies strength, areas of improvement and performance.
- Improvement programme established based on the self-assessment, CQC assessment framework and areas of challenge
- Improvement programme being delivered at speed which includes improved wait times for assessments, robust policy and procedure landscape, strengthened performance insights and workforce development

Preparing for Regulation 2

- Peer Review to be commissioned for late 2023.
- Future areas are focussing on continuing to drive forward improvements to performance, digitalisation, strengthening the voice of the resident, a focus on prevention, self-assessment and a clear public information offer
- Communication strategy to prepare the workforce and partners for regulation
- Regular briefings to place-based leads, elected members and senior leadership

How Did We Do? 2022 - 2023

- Sets out our ambition for residents
- Focus on safeguarding vulnerable adults
- Provides data on who and how we have supported residents
- Outlines how we use resources to meet peoples care and support needs
- Achievements over the preceding 12 months
- Reports on the independent care sector and commissioning
- Impact of the best work of our lives
- Subject to Cabinet approval in October 2023



Transforming Adult Social Care

- A new service model regarding day opportunities for people with high support needs. This includes the building of a new day centre facility in Canklow to replace the existing Learning Disability Day Service.
- Redesign of our Mental Health Service to strengthen social care practice and delivery robust collaborative models of delivery with RDaSH
- Implementation of PAMMS to ensure quality assurance of contracted independent sector providers through our inhouse commissioning service
- Consultation on future strategies and service models for the service including adult social care, learning disabilities, autism and Rothercare
- Further building on our collaborative models of delivery with TRFT through a robust Transfer of Care Hub to support timely hospital discharge

Voice of the Resident – Part 1

CQC will focus significantly on how the voice of people who use our services and their families, actively influences how we deliver services including equity in experience.

Current mechanisms to capturing the voice of the resident include:

- Complaints and compliments
- Learning Disability and Autism Partnership Boards
- Consultation, engagement and co-production activities
- Borough that Cares Forum
- Making Safeguarding Personal
- Working with VCS providers to commission bespoke activities

Voice of the Resident – Part 2

Service improvements to capturing the voice of the resident include:

- Adopting a similar version to the NHS Friends and Family Test to gather feedback at key points in a person's adult social care journey and once in receipt of care services
- Capturing whether a person's outcomes have been achieved in the assessment and support planning process
- Establishing an Adult Social Care Co-Production Board
- Establishing a Learning Disabilities Co-Production Board
- Creating a 'library' of positive experience videos to celebrate and showcase the positive impact Adult Care has across the borough and the value it adds to people's lives

Questions?

