

CQC Readiness

19th September 2024



Walsall Council



IMPROVE
outcomes and
customer experience



IMPROVE
employee satisfaction
and engagement



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service efficiency
and performance

Background

The Health and Care Act – April 2022, awarded new powers to CQC, allowing CQC to undertake a meaningful and independent assessment of care at local authorities in England, specifically assessing delivery of their duties under the Care Act (2014).

Aim to understand the quality of care in a local area or system and provide independent assurance to the public on the quality of care in their area.

CQC have developed a single assessment framework, to provide standardisation in approach across all regulated service types including Local Authorities.

5 Pilot sites completed end of 2023.

Currently CQC have completed and published 9 assessments

3 - Requirement Improvement

6 - Good.

24-month window to complete all 153 assessments.

Summary Context

- The assessment framework for local authorities comprises 9 quality statements mapped across 4 overall themes.
- For each theme CQC set out the I statements and quality statements which form the basis for the assessment:
- These statements are largely based on Think Local Act Personal's 'Making It Real' framework.
 - Quality statements are the commitments that local authorities must commit to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care.
 - I statements are what people expect.

Local Authorities: The Care Act Duty Themes

The Approach: Core Care Act Duty Themes

Theme 1 Working With People	Theme 2 Providing Support	Theme 3 Ensuring Safety	Theme 4 Leadership
<ul style="list-style-type: none">• Assessing needs• Planning and reviewing care• Arrangements for direct payments and charging• Supporting people to live healthier lives• Prevention• Wellbeing• Information and advice• Understanding and removing inequalities in care and support	<ul style="list-style-type: none">• Market shaping• Commissioning• Workforce capacity and capability• Integration• Partnership working	<ul style="list-style-type: none">• Section 42 safeguarding enquiries• Reviews• Safe systems• Continuity of care	<ul style="list-style-type: none">• Strategic planning• Learning• Improvement• Innovation• Governance• Management• Sustainability

Theme 1: Working With People - the Quality Statements

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

- I have care and support that is co-ordinated, and everyone works well together and with me.
- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.

We support people to manage their health and wellbeing so they can maximise their independence, choice and control. We support them to live healthier lives and where possible, reduce future needs for care and support.

- I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.
- I am supported to plan ahead for important changes in my life that I can anticipate.

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.

- I have care and support that is co-ordinated, and everyone works well together and with me.

Theme 2: Providing Support - the Quality Statements

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.

- I have care and support that is co-ordinated, and everyone works well together and with me.

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.

Theme 3: How the local authority ensures safety within the system - Quality Statements

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.

- When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.
- I feel safe and am supported to understand and manage any risks.

We work with people to understand what being safe means to them as well as with 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. We make sure we share concerns quickly and appropriately.

- I feel safe and am supported to understand and manage any risks

Theme 4: Leadership - the Quality Statements

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.

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.

Information and Evidence that will form part of the assessment

Care Quality Commission (CQC) will gather and consider a range of evidence based on:

- What they **already have** from national data and insights
- What they **need to request** from each local authority (for example, specific strategies, feedback, self-assessment)
- What they **actively collect** (for example case tracking, surveys with providers or drop-in sessions with staff)

CQC will see to use feedback directly from people using services and carers, aswell as feedback from community groups, partners and care providers, and feedback from staff and leaders. Key to the inspection is the completion of a self-assessment. A number of areas of strength and development have been identified from within the self-assessment which will form part of Adult Social Cares improvement planning and governance.

Our Recognised Strengths & Developments

Theme 1 - Working with People - Strengths

- Our proactive management of demand across assessments, reviews and deprivation of liberty safeguards requests.
- Our existing and evolving prevention offer, ensuring earliest stage access to multidisciplinary, community-based support, advice and guidance.
- Our Intermediate care service, as an integrated service model, supporting hospital avoidance and discharge

Theme 1 - Working with People - Developments

- Finalise and mobilise our all-age carers strategy.
- Enhancing our community front door offer, leveraging in whole system contributions.
- Build on partnership working to improve outcomes, across Mental Health, Learning Disability and Younger Adults services.
- Improve our financial assessment and charging for services arrangements, ensuring greater transparency and clarity for people who access services.

Theme 2 - Providing Support - Strengths

- Our commitment to promoting wellbeing.
- Our market capacity both community and residential.
- Our equity and fairness in approach to provider rates.

Theme 2 - Providing Support - - Developments

- Improve levels of quality across the care market.
- Work in partnership to develop fit for future models of care, building on existing market capabilities and digital opportunities.
- Embedding co-production with people who access support and better engagement with our care market

Our Recognised Strengths & Developments

Theme 3 - Ensuring Safety in the System - Strengths

- Our Safeguarding Adults Board - demonstrating strong partnership commitment.
- Our pathways and quality assurance arrangements, in managing safeguarding concerns and section 42 enquiries.

Theme 3 - Ensuring Safety in the System - Developments

- Develop greater provider market assurance, averting provider failure at the earliest opportunity.
- Ensure we hear and act upon the voice of people who access and connect with services.
- Improve outcome planning for young people who transition from Children's to Adult's Services.

Theme 4 – Leadership -Strengths

- Our system wide approach to developing and embedding improved outcomes at a place level.
- Our ongoing commitment to practice development and improvement.

Theme 4 – Leadership - Developments

- Promote our strategic delivery ambitions to secure whole system commitment.
- Improve our system of communication and engagement, with a strong focus on equality, diversity and inclusion.
- Co-produce our workforce strategy, to optimise building whole system workforce resilience.



CQC's Approach

Approach deployed by CQC:

- Issue notifications to assess requesting the submission of a detailed information return within 21 days.
- The information return contains 38 items made up of processes; pathways; quantifiable and qualitative evidence and spans where relevant a 12-month.
- Submission is analysed and triangulated
- Notification to undertake site-based assessment
- During the assessment process CQC will want to engage with Teams delivering Care Act duty – we'll discuss how we'll prepare you and what your involvement will be at the next engagement session.

Five Key Questions CQC will ask in order to determine a scoring

- CQC uses evidence to reach judgements about quality of care.
- CQC will produce a report and include ratings which shows the overall judgement of quality of care.
- CQC's findings are on each of the five key questions mean for people who use → services.
- CQC will describe good practice they find and report any concerns they may have and make recommendations.

Are they safe?

Safe: you are protected from abuse and avoidable harm.

Are they effective?

Effective: your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

Are they caring?

Caring: staff involve and treat you with compassion, kindness, dignity and respect.

Are they responsive to people's needs?

Responsive: services are organised so that they meet your needs.

Are they well-led?

Well-led: the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

CQC Ratings

- Ratings are given with an overall score/rating.



Outstanding

The service is performing exceptionally well.



Good

The service is performing well and meeting our expectations.



Requires improvement

The service is not performing as well as it should and we have told the service how it must improve.



Inadequate

The service is performing badly and we've taken action against the person or organisation that runs it.



Summary of Activity to date

- Dedicated CQC resource to support CQC activity now in place.
- Completion of Information Returns and Evidence refresh plan.
- Governance and oversight through the CQC Working Group and CQC Board.
- Highlight reporting
- CQC Working Groups have weekly focused CQC Readiness sessions.
- Engagement with staff and providers is underway.
- Programme and Logistics plan in place to monitor CQC Readiness progress and assurance.

CQC Published Ratings

	May-24			Aug-24					
	West Berkshire	London Borough of Hounslow	Hertfordshire County	Bracknell forest	County durham	Derby city	Debyshire County	London borough of brent	London borough of harrow
	64%	70%	78%	64%	67%	53%	67%	62%	59%
Overall	good	good	good	good	good	requires improvement	good	requires improvement	requires improvement
Assessing need	good	requires improvement	good	requires improvement	requires improvement	requires improvement	requires improvement	requires improvement	requires improvement
Supporting people	requires improvement	requires improvement	good	requires improvement	good	requires improvement	good	requires improvement	requires improvement
Equity	requires improvement	good	good	requires improvement	requires improvement	requires improvement	requires improvement	requires improvement	good
Care provision, integration & Continuity	requires improvement	good	good	good	good	requires improvement	good	requires improvement	requires improvement
Partnership & communities	requires improvement	good	outstanding	good	good	good	good	requires improvement	good
Safe systems	good	good	good	requires improvement	good	requires improvement	good	good	requires improvement
Safeguarding	good	good	good	good	requires improvement	requires improvement	requires improvement	good	requires improvement
Governance	good	good	good	good	good	requires improvement	good	good	requires improvement
Leaming	good	good	good	good	good	requires improvement	good	good	good

Any questions?



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