

# Adult Social Care

## Preparing for CQC Assurance

Health & Social Care Scrutiny 19<sup>th</sup> Jan 2023

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Walsall Council



IMPROVE  
outcomes and  
customer experience



IMPROVE  
employee satisfaction  
and engagement



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service efficiency  
and performance

# Purpose of the presentation

- To give an overview of CQC Assurance and the underpinning legislation
- Provide information about preparatory work that is already underway
- Provide an overview of the self assessment process to date and what we know
- Consider our roles and how we can support CQC readiness

# Health and Social Care Act 2022

The main purpose of the Health and Care Act is to establish a [legislative framework](#) that supports collaboration and partnership-working to integrate services for patients. Among a wide range of other measures, the Act also includes targeted changes to public health, social care and the oversight of quality and safety.

## Key areas for Adult Social Care

- Brings into affect CQC regulation of Adult Social Care
- Reforms the social care charging system, the “Care Cap” (deferred to 2025)
- Underlines the importance of a sustainable care market
- Highlights the importance of supporting informal carers

# CQC assurance what we know so far...

- Sept 2022 , CQC shared a draft assurance framework with local authorities and both CQC and the LGA have been proactive in engaging with the sector
- CQC actively promoted co-production to support the development of the assurance framework
- CQC have a good understanding of the domains currently used to rate care providers and we also have the Ofsted process, used in Children's Services to help us prepare and plan for the work ahead.
- CQC will use the information and documentation we already have from both regional and national returns/surveys as well as our peer review activity to inform the assurance process. T
- CQC acknowledge the pressure that services are already under post COVID and are looking to understand the local system and how we plan to build on this to support better outcomes for the people we work with, as well as understanding if our prevention agenda is effective.

More information can be found on the CQC website [How we will regulate - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/how-we-will-regulate-care-quality)

# CQC assurance what we know so far...

- The formal assurance process is due to commence in April 2023 with a soft launch preparing for first onsite visits in Oct 2023
- There is currently no indication of which LAs will be visited first
- A first draft of the regional self assessment readiness tool has been completed and we buddied with Staffordshire and Warwickshire to share our findings in December
- Regional findings will be considered by CQC assurance leads at a workshop on 31<sup>st</sup> Jan
- Employees will have the opportunity to be further inform the self-assessment in Feb/March
- Walsall will have a practice review led by our Principal Social Worker in April 2023 and a CQC readiness review led by colleagues from Worcestershire in April 2023

# What we do know about CQC assurance

CQC will retain a single assessment framework regardless of the organisation they are inspecting. This is already used for adult social care providers, but for ASC there will be a clear focus on the local authority Care Act duties.

Safe

Effective

Caring

Responsive

Well-led



# Areas of focus

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**How we work with people**, including understanding how we apply eligibility criteria, how we hear from people using our services and support carers. Our wellbeing and prevention work.

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**How we provide support**, including market shaping, workforce and integration

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**Ensuring safety within the system**, including understanding our adult safeguarding activity and practice, continuity of care e.g. through transitions/hospital discharge arrangements.

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**Leadership**, including how we learn and innovate and the governance arrangements in place. They will want to see the key principle of compassion in our organisational leadership style.

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Evidence will be gathered by talking to and hearing about feedback from people who use services, feedback from our staff, partner organisations, reviewing our data, documents.

# Key Questions and Quality Statements

## What CQC are looking for:



Quality statements are the commitments that providers, commissioners and system leaders should live up to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care.



The quality statements show how services and providers need to work together to plan and deliver high quality care



We will be rated according to how we are measured against these questions and quality statements.



# Example of We statements - Working with People

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

We support people to manage their health and wellbeing so they can maximise their independence , choice and control, live healthier lives and when possible reduce further need for care and support

## Example of I statements, what good looks like

- I have care and support that is coordinated, 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.



# Evidence Used

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Case audits

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Staff focus groups

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Focus groups with people using services  
and organisations representing them

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Key documents

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Policies and procedures

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Regional work with peer authorities, Principal Social  
Work practice reviews, Buddy evidence review etc.

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National returns and surveys

# CQC readiness- Our current position

- Completed the West Midlands ADASS self assessment tool based on the 4 areas of focus.
- Strengths identified in the ensuring safety domain and areas for development in the working with people domain.
- Discussions with our buddy local authorities have highlighted the same areas needing focus.
- We are using the self assessment tool as a live document in a shared MS Teams space. It is updated to reflect new information and improvement work undertaken.
- There is an evidence folder in the MS Teams space so that relevant reports, documents and case studies can be stored ready for inspectors.

# CQC readiness- Our current position

- Our CQC readiness steering group involves senior managers from across the directorate who review, discuss and update the self assessment
- We are actively involved in regional activity and support including the West Midlands ADASS Assurance group meeting 3 weekly
- 4 staff briefings have taken place in December with the recording available to those unable to attend.
- Further briefings of providers and the Walsall Safeguarding Partnership taking place in Dec/Jan
- Engagement with Children's colleagues developing to inform ASC approach
- Further focus groups will ensure we capture the views of others
- A wider communication plan is being developed to ensure all stakeholders have the required information

# 5 Areas of Strength

- Robust policies, procedures and partnership working within Adult Safeguarding
- Strong Corporate initiatives such as Walsall 2040, work around Equality and Diversity and Walsall Together which Adult Social Care can benefit from
- Good data sets already used and available
- Strength based approach to practice and handbook
- Auditing of case work already taking place and work being undertaken to enhance the Quality Assurance Framework

# 5 Areas for Development

- Need to improve our Carers Offer
- Improve the level of engagement and feedback from people using services
- Review and update our prevention and well-being offer
- Be able to consistently describe the current waiting list position across the organisation and how it is being managed
- Refresh our Quality Assurance Framework with a focus on the outcomes people want to achieve
- Market Shaping in response to ASC reforms

**NB** All of the above have identified actions captured within the governance of the Continuous Improvement Programme

# Comments and Questions





# Key Contacts

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[How we will regulate - Care Quality Commission \(cqc.org.uk\)](http://cqc.org.uk)