



City of Wolverhampton CQC Inspection Update to Adults Scrutiny Panel

July 2023

Background to CQC Activity

- A whole system approach driven by people's needs and expectations
- CQC Assurance for Local Authorities with adult social care responsibilities was introduced in April 2023 and includes an assessment process with an outcome that will be published.
- This work stems from the Health and Care Act/Social Care Reforms. **Three central aims of the Health and Care Bill are:**
 - Greater integration
 - Accountability
 - Reduced bureaucracy
- Interim guidance can be accessed from the link below

[Interim guidance for assessing integrated care systems_March 2023 \(cqc.org.uk\)](https://www.cqc.org.uk/publications-and-reports/interim-guidance-for-assessing-integrated-care-systems-march-2023)

Local Authority Assurance

- Under the Care Act, local authorities have duties to make sure that people who live in their areas:
 - Receive services that prevent their care needs from becoming more serious, or delay the impact of their needs
 - Can get the information and advice they need to make good decisions about care and support
 - Have a range of high quality, appropriate services to choose from
- Duty to independently review and assess how Local Authorities are delivering their Care Act functions



“Striving to have the best regional improvement programme in England”



CQC Themes & 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 experiences 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 support.</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 scoring framework to support consistent judgements and overall grading

The scoring framework to support decisions is:

- 1 = Evidence shows significant shortfalls in the standard of care
- 2 = Evidence shows some shortfalls in the standard of care
- 3 = Evidence shows a good standard of care
- 4 = Evidence shows an exceptional standard of care

Scoring will be applied to each theme which will then inform an overall judgment* of:

- Inadequate
- Requires Improvement
- Good
- Outstanding

*Overall judgements will be published.

How will evidence be collated?

The following evidence categories will sit under the quality statements:

- People's experience
- Feedback from staff and leaders
- Feedback from partners
- Observation
- Processes
- Outcomes

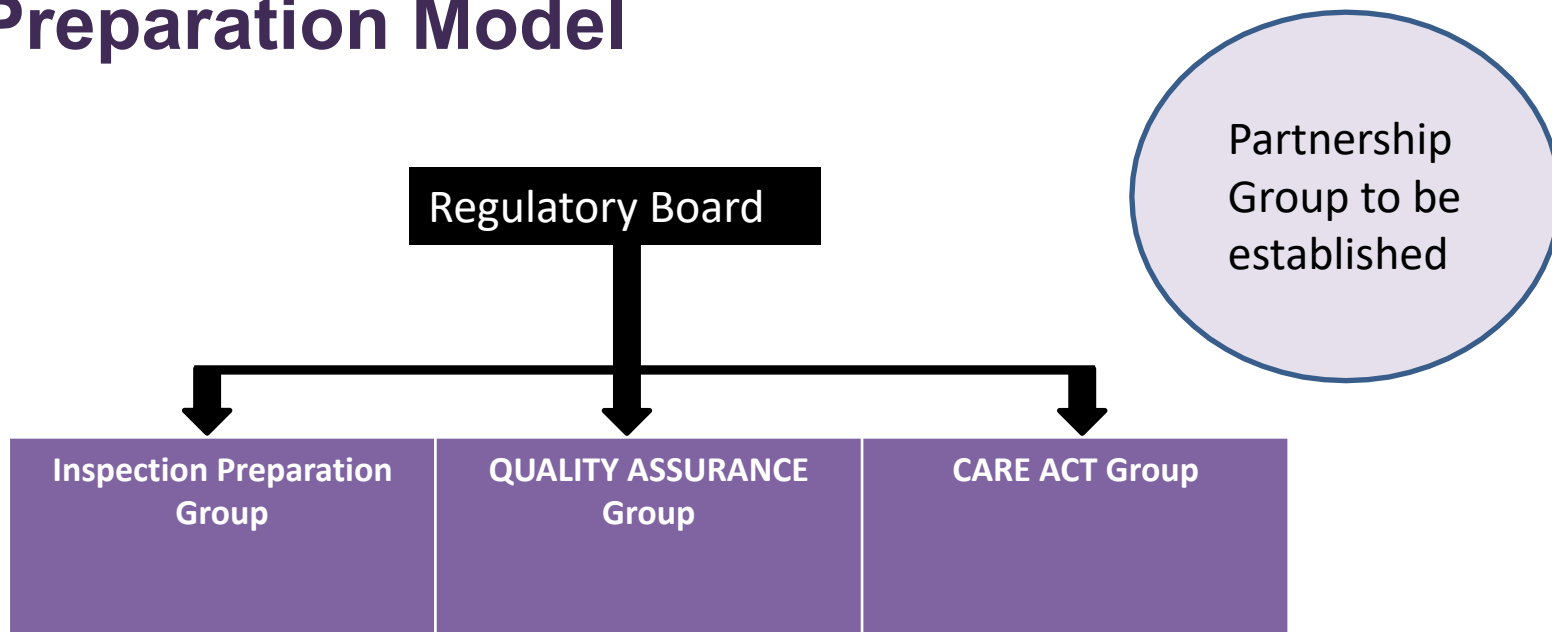
What does it mean for us?

- From 1 April, CQC will start to review published evidence and data, across all local authorities, focusing on two quality statements
 - Care provision, integration and continuity
 - Assessing needs
- 5 Local Authorities taking part in pilots between now and April 2023 (so far, we are aware that Birmingham, Nottingham and Lincolnshire are taking part)
- Onsite formal activity will commence from September. Between September and December 20 assessments will take place.

What are we doing to prepare?

- Established a preparation/governance model to prepare across the whole Service
- Developing a Self Assessment – this is being supported by using a regional tool to evidence strengths/areas for improvement and risks
- Taken part in buddying conversations with Shropshire and Coventry to reflect and learn
- Took part in a Regional Learning Review in Sept 2022 around preparing for adult hood
- Took part in a Readiness Review in March 2023
- Regular Workshops being undertaken with Heads of Service and Managers
- Standing agenda Item on Adult Leadership Team going forward to discuss/prepare
- Developing a Risk Register
- Developing a communication plan to prepare the workforce

Our Preparation Model



Readiness Review Activity (Feb 2023)

- WM ADASS Improvement Team commissioned by WMADASS to undertake “readiness reviews” across the 14 West Midlands Councils in the first two quarters of 23/24
- We were the first Council to take part in the review (in February 2023)
- We had an opportunity to identify an area for the Readiness Review to explore
- Our chosen area was ‘Safeguarding’ linking to the ‘Ensuring Safety theme’
- 4 reviewers were on site for two days. During the two days 9 focus groups took place with a variety of Heads of Services, Managers and frontline practitioners
- Also gave us an opportunity to ‘test out’ our preparation in terms of logistics and preparing staff etc

WMADASS General Feedback - Strengths

- Our staff are our strength
- Carers team are doing great work and focussing on people
- Exploitation hub is forward thinking and innovative
- Welfare Benefits team have excellent knowledge and deliver a clear rights based service
- OT and Hospital team is strong and understands role
- Provider Services / in-house provision is a great service and we should consider wider development
- Frontline integration is clear
- There is clear learning from SARs

WMADASS General Feedback – Strengths Cont'd

- DoLs team is excellent and the system in place is good
- Commissioning team recognise what is needed and how to get there
- Teams are putting pressure on themselves to do more and we need to be cautious not to become “a victim of our own success”
- Through the redesign we need to demonstrate clarity on what we can afford, what does good look like and what is Adult Services offer
- Consider consent, capacity and challenge.
- Begin to embed “I and we” statements now
- Shape an improvement plan around the “I and we” statements
- Gather evidence and assurance around the 4 themes and match to our data
- **FRONT LINE STAFF ARE OUR GREATEST ASSET**

Recommendations

1. Narrative to be aligned to your data clearly
2. Ensure your risk register and mitigation plans reflect the above
3. Safeguarding adult's pathway (from point of contact) within the MASH/MASH Process, and the transition interface with wider services is urgently reviewed.
4. Establish your ASC key areas of transformation and ensure visibility and opportunities for co-producing.
5. Reset your commissioning intentions for adult social care within the context of the Care Act, and the wider ICB agenda including your ambitions to develop the diversity of your market.
6. Celebrate much more visibly internally and externally your areas of success and innovation such as the Exploitation work, EDI, examples of good personalisation with individuals and the many more you shared with us.

Key Next Steps

- Strategic Improvement Plan being developed
- Self Assessment being reviewed
- Engaged in ADASS preparations
 - Webinars
 - Regional Learning
- A series of workshops/communication activity planned (to include partners during the summer)
 - Getting to good sessions
 - Workshops
 - Newsletter

Any Questions