

Care Quality Commission (CQC) Assurance Framework: What it means to us

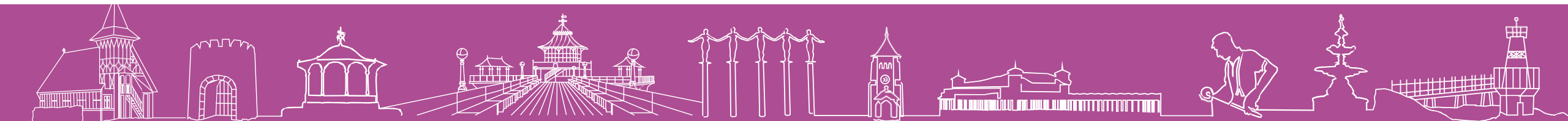


March 2024

Katie Lyddon

Quality Assurance Programme Manager

Presented by Jo Hopkins – Principal Occupational Therapist



Our Local Context

- Quality Assurance Framework – launched 2019
- Assurance is everyone's business
- Performance and Quality Board oversight
- Assurance Programme offers new opportunities



Overview of the Assessment

What is the remit?

They are assessing how local authorities meet their duties under Part 1 of the Care Act (2014)

Who will they want to speak to?

- People with lived expertise – includes carers
- Principal Social Worker/Occupational Therapist
- Assurance Programme Manager
- Director
- Staff
- Elected members





Care Quality Commission Assurance Themes

1: Working with People

- assessing needs
- direct payments
- charging arrangements
- supporting people to live healthier lives
- prevention
- wellbeing
- information and advice
- addressing barriers and reducing inequalities



2: Providing Support

- care provision, integration and continuity
- market shaping
- commissioning
- workforce capacity and capability
- integration and partnership working



3: Ensuring safety

- safeguarding enquiries and reviews
- Safeguarding Adult Board
- safe systems - continuity of care
- safe systems - pathways and transitions



4: Leadership

- culture
- strategic planning
- learning
- improvement
- innovation
- governance
- management
- Sustainability



Quality Statements

For each theme they set out:

- The “I” statements and “quality” statements that they will assess:
 - The 9 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. They are based on Think Local Act Personal’s ‘Making It Real’ framework.
- Sections of the Care Act to which the quality statements relate
- Required evidence categories for each quality statement and sources of evidence.



Further Reading

Overview of the Assessment framework:

[Assessment framework for local authority assurance - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

What we know from the 5 pilot sites:

[Evaluation of CQC's local authority pilot assessments - Care Quality Commission](#)

Our framework will assess providers, local authorities and integrated care systems with a consistent set of key themes, from registration through to ongoing assessment

Aligned with “I” statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as “We” statements; the standards against which we hold providers, LAs and ICSs to account

People’s experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group



Learning from the First Five

1. Evidence shows *significant shortfalls* in the standard of care – Inadequate
2. Evidence shows *some shortfalls* in the standard of care – Requires improvement
3. Evidence shows a *good* standard of care - Good
4. Evidence shows an *exceptional* standard of care- Excellent

Local Authority	Overall Rating Received
Birmingham City Council	Good
Nottingham City Council	Requires Improvement
Suffolk County Council	Good
Lincolnshire County Council	Good
North Lincolnshire Council	Good

- We don't need to be perfect. They had waiting lists and staff vacancies but were still good
- Partnership Working is essential
- Focus on transitions
- Need to seek the views of the "Seldom heard"
- A "learning culture" is needed

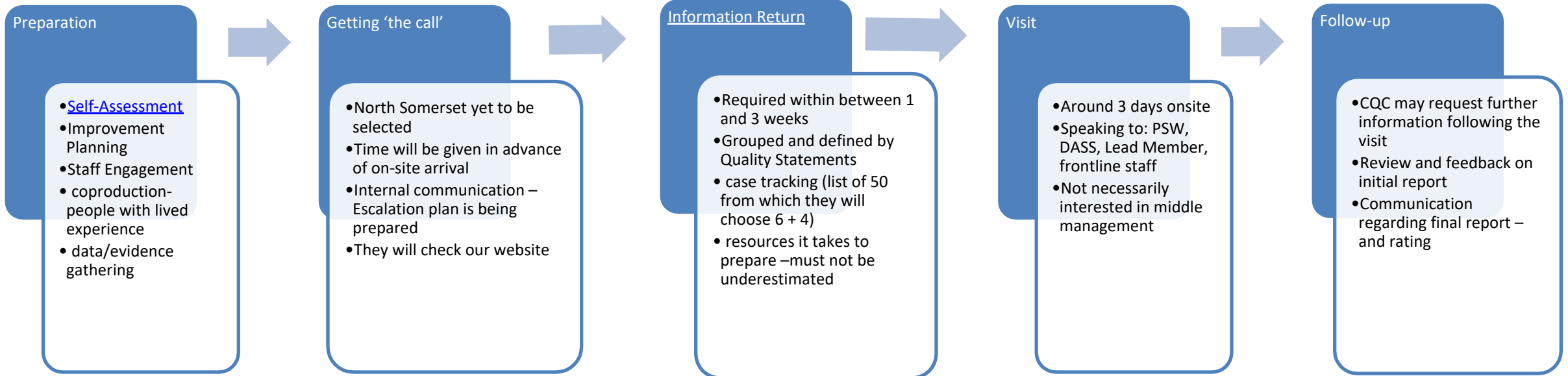


When are they likely to come?

Date of notification	Number of Local Authorities selected
In progress	3
January	7
February	5

- CQC ambition is to inspect all LA's by end of 2025
- There is a similar, parallel process for inspecting ICS at present
- Local Authorities in the Southwest have been notified for an assurance visit





Are we ready?



- Raising Awareness
- Assurance Framework being reviewed
- Write a Practice Quality framework to include quality statements
- Draft Self-Assessment written
- Collaborative Approach to Self-Assessment revisions
- Evidence Gathering
- Website Improvement Programme
- Collecting 50 cases
- Service Transformation continues

How are we supporting Staff

February 2024: Local Government Association (LGA) and Partners in Care and Health (PCH) delivered workshops for front line staff, management and Senior leadership.

Feedback was Positive and Constructive:

91% agreeing the training met its objectives

84% feeling more confident in their ability to engage with the CQC process (to a great or moderate extent)

79% would recommend this support to colleagues in another council's



What is working well for our staff:

- Welcoming LA – new staff feels supported and valued. Good induction and support process.
- Good stable leadership and management support.
- Good communication from the management and leadership.
- Good work culture with lots of informal and formal supervision. Good team morale and team culture.
- Wellbeing offer for staff is excellent, flexibility of working, work from home is appreciated.
- Cultural support and general work ethos encouraging good staff retention.
- Support with disabilities and needs of individual workers is taken into consideration.
- OT framework and ASYE support and career progression opportunities.
- Coaching and mentoring offer is excellent.

What is working well for people:

- We are responsive to the demand with a good service offer.
- LA is inclusive and transparent - we know what we have available and not making empty promises.
- We listen, advocate, and challenge when appropriate (we are encouraged to challenge in North Somerset).
- We ask people to tell us their story rather than “tell me how you mobilise”.
- We are not hiding behind the processes – everyone is an individual and we support people in unique and individual way.
- We have good screening process and triage the most urgent referrals.
- We get the positive response from public how responsive our services are.
- We work well with other agencies – village agents, GP, Police, voluntary sector to support people’s outcomes.
- We have a good service offer to support people in various challenging circumstances.

Key Areas for Improvement Identified by Staff

- Waiting Lists
- Sourcing Care
- Our offer to carers
- Use of language and medical jargon
- Poor access to “easy read” documents and interpreter services
- Website
- Housing Offer
- ICT systems
- Quality Monitoring in care homes
- Working relationships with partners/public



What are we doing about it?

Waiting lists:

1. -Be clear with people about wait times
2. -Innovative approach to reducing wait time (Team Effort Days)
3. -Collect data accurately
4. Fill staff vacancies

Sourcing Care:

1. - Commissioning Strategy sets our ambition
2. - Focus on being fair and green
3. - Manage expectations
4. - Continue to offer alternatives
5. - Regular review of those waiting
6. - Working with “off the framework” providers.



What are we doing about it?

Offer for carers:

1. - Carers Strategy: Final reviews
2. - Action plans can be implemented
3. - Review Carers team
4. - Clarify our offer to carers for staff awareness.
5. - Utilise technology to support carers.

Use of language/

medical/professional jargon:

1. - Changing the language we use to promote inclusion, e.g people who draw on care and support
2. - Write in plain English – check through management oversight
3. - Ensure assessments and support plans include the persons voice



What are we doing about it?

Poor access to easy read/ different languages/ interpreting service:

1. Inform staff what is available
2. Easy read training commissioned for all teams
3. Review if translation services can be less “clunky”

Website and access to information:

1. Website refresh underway with digital
2. Financial Assessment tool being created
3. We are using feedback from the public to create our new digital offer.



What are we doing about it?

Housing offer:

1. Seek to fill the gap in housing options 18-65 years old
2. Seek to fill the gap for specialist support (substance misuse, hoarding)
3. Extra care Housing offer under development
4. Improved working relationship with housing

Information Technology - better data capture between systems:

1. Mental Health teams to record intervention on our Adults system (LAS) from 29th April.



What are we doing about it?

Quality monitoring and reviews in the care home:

1. Target specific reviews
2. We have a designated review team
3. We are working collaboratively with our quality monitoring team to reduce duplication

Working relationship with partners/public:

1. Investing in coproduction and drawing on people with lived experience.
2. Joint projects with health and social care
3. Our relationship with public and partners is improving.





**Is there anything else you
would like to know?**

Assurance Programme Manager:
Katie.lyddon@n-somerset.gov.uk