

Care Quality Commission (CQC) Inspection & Assurance

Members Workshop:
Wednesday 9th August 2023

CQC Overview:

Graham Hodgkinson,

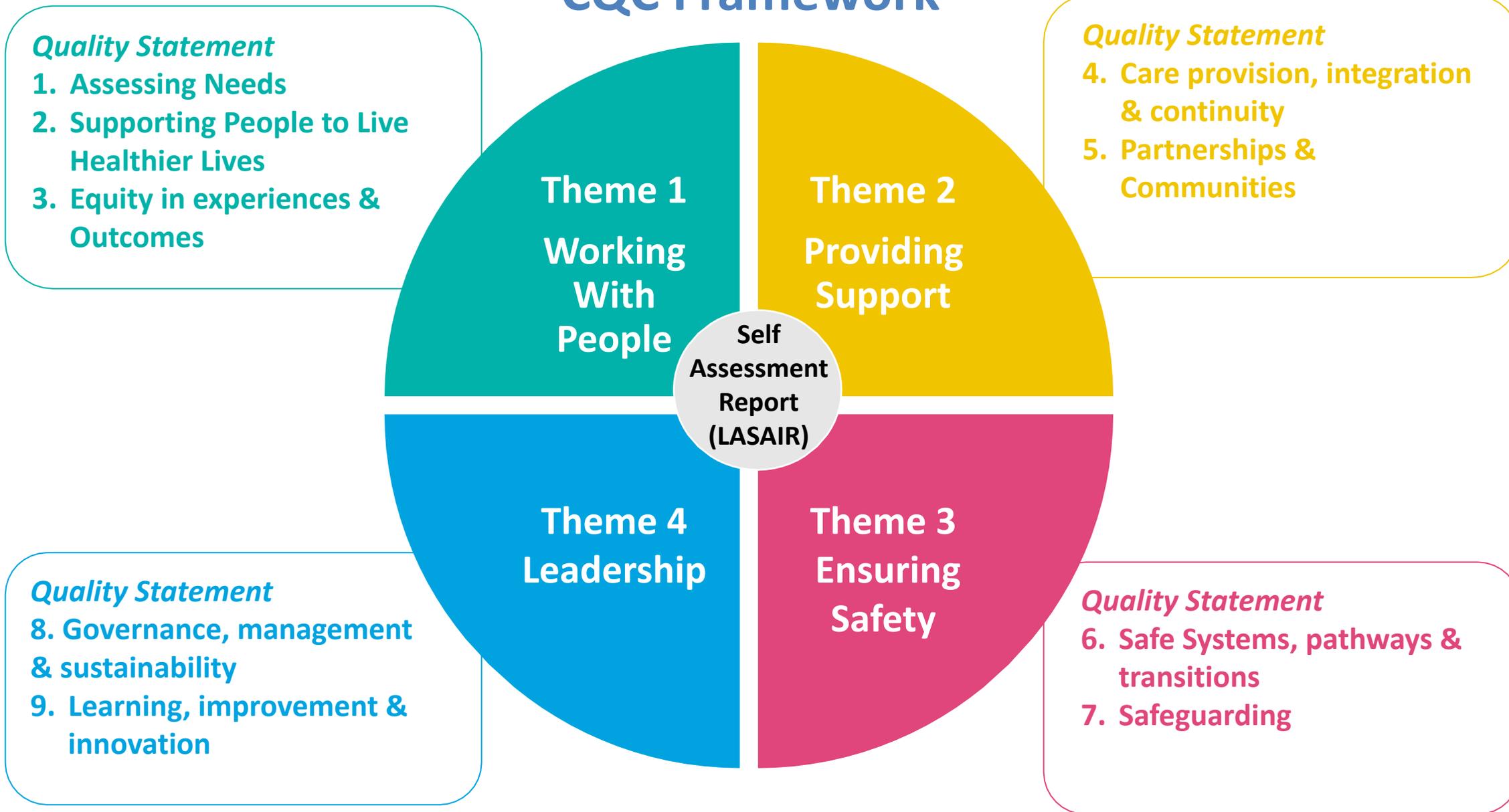
Director of Adults,
Health and Strategic
Commissioning

- **April 2023:** the Care Quality Commission (CQC) have new powers to assess Local Authorities in England.
- Review how well Local Authorities meet duties under Part 1 of The Care Act (2014).
- The assessments are based on a single assessment framework within four themes:
 1. How local authorities work with people
 2. How local authorities provide support
 3. How local authorities ensure safety within the system
 4. Leadership

- Peer challenge took place in December 2022 supported by ADASS Northwest
- Wirral Council have been drafting a **Self-Assessment** against each of the four theme areas and this will form an intrinsic component to support the formal assessment.
- CQC expect Wirral to assess and make judgements about performance in relation to each quality statement, using evidence to support their judgement.
- Although Wirral Council will lead on the Self-Assessment, there is a focus on **co-production and citizen engagement**.

- No longer be using the Key Lines of Enquiry (KLOE) and instead will be assessing councils using Quality 'We Statements'.
- The idea is that a set of 'We statements' will work to prompt inspectors on what to assess, check, and question and then they will have to score each statement accordingly.
- The total score across all the 'We statements' will then be converted into a percentage and that will allocate our rating.

CQC Framework

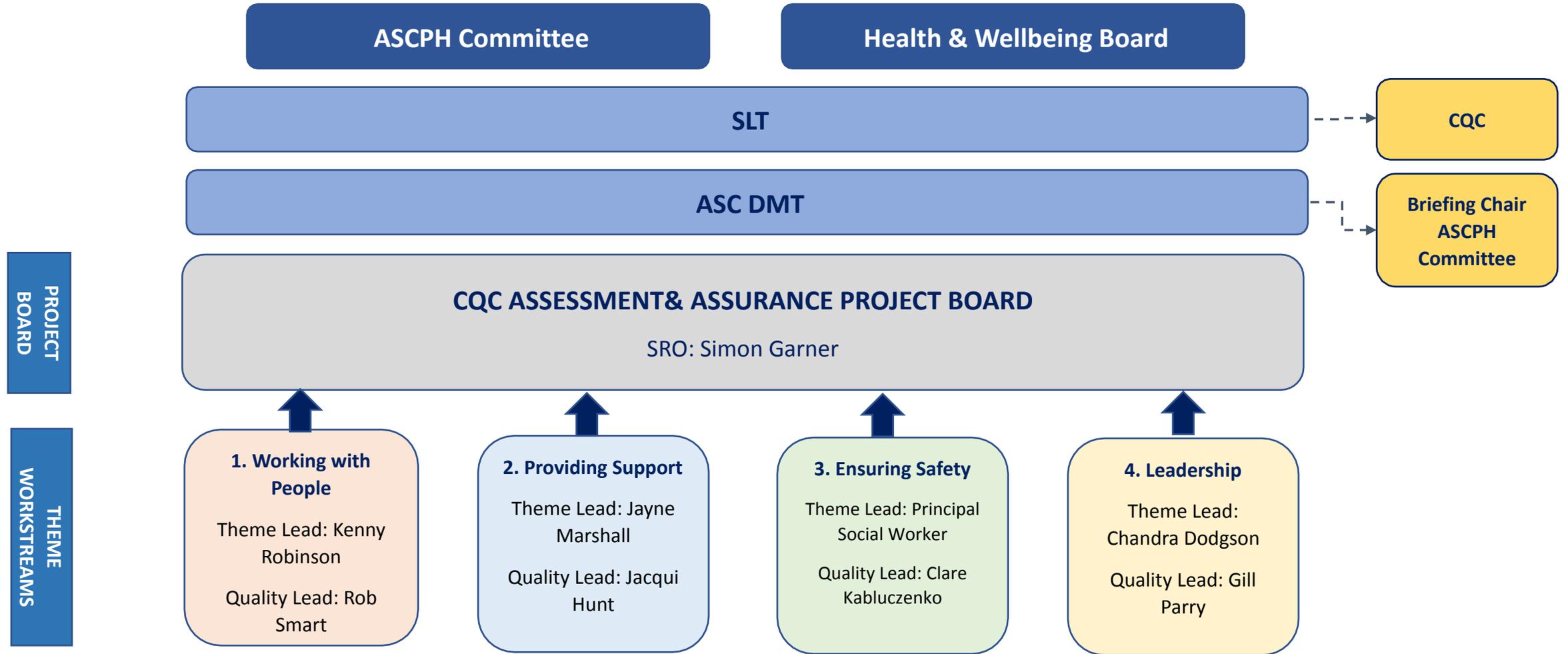


- Wirral Council has setup a project team to provide strategic oversight during preparation for the assessment and who will co-ordinate engagement with partners and people with lived experience.
- Drafted a self-assessment and evidence library
- Started creating improvement plans for each theme

When will it take place?

- Although Wirral Council has not been given a timeline for when an assessment may take place, an indicative timeline has been provided.
- CQC will start formal assessments in September 2023 and aim to carry out up to 20 assessments in Local Authorities from September 23 (9 week lead in)

CQC Governance



NOTES:

- Project Board provides update reports to ASC DMT and onwards to Committee/s (as appropriate).
- Theme Workstreams provide updates (by exception) to Project Board
- Workstream & Project Reporting via PAM supported by PMO.
- Risk & Issues recorded at project and workstream level

CQC ASSESSMENT & ASSURANCE ROADMAP

August 2023

Governance & Assurance

- Agreement by ASC&PH DMT to setup CQC Project Board
 - ToR defined and agreed
- May 2023**



Governance

2

Engagement Workshops

- Partners
- Members
- Corporate SLT
- Corporate Management Team (CMT)
- Integrated Care Partnership
- ASCPH Committee

July – September 2023



4

Self-Assessment by Theme

- Judgements
- Evidence gathering
- Review of Peer Challenge findings & recommendations

June 2023

3



Develop Improvement Plan

- Informed by Self-Assessment / Peer Challenge
- On-going monitoring built into governance

July - September 2023

6



5

Local Authority Self-Assessment and Information Return (LASAIR) completed

- Co-produced
- Summary across Themes with Key Messages
- Virtual Evidence & Data Library

July 2023



7

Prepare for CQC Inspection

- Key Messages to articulate both our strengths and the challenges we face
- Action Plan to facilitate & organise inspection
- Support available before & during inspection

July-Oct 2023



Peer Challenge
December 2022

1



Ongoing Staff, Partner, Member Engagement & Comms



Theme 1 – Working with People

What are our strengths?

- The development of 3 Conversations has improved Social Work practice and outcomes for people.
- Moving with Dignity reviews have optimised independence
- CWP have a named Social Worker model that provides more timely annual reviews

Areas for improvement ...

- Focused review activity takes place however trajectories for completing annual reviews needs to be set or are required
- There is a developing Transfer of Care Hospital Discharge Hub and HomeFirst service
- There is a plan to re-design Reablement Services
- We have a clear arrangements for prioritising assessing & reviewing of DoLS, however a plan is needed to address the significant backlog

What are our strengths?

- There is a strong programme of Extra Care development and provision
- There are a range of early intervention and prevention services which reduce avoidable hospital and care home admissions
- We Have developed innovative models of care with providers and have introduced the Real Livign wage across a large number of care providers

Areas for improvement

- There is a revised Direct Payment scheme that is due to be launched to improve performance. There needs to be a relaunch of personal budgets and Individual Services Funds (ISFs) to ensure we are optimising how they are used to support people
- There needs to be a single prevention strategy that pulls together the various strands of activity that are in place
- The Community teams model provides for an ability to really focus on place and neighbourhoods and develop the provision of culturally appropriate services and for those with protected characteristics

What are our strengths?

- An All Age Disability Partnership Board supports the development of services and strategies to improve equity of experience
- An autism strategy has been coproduced and supports plans to improve the support and outcomes for autistic people
- Healthy Wirral is a partnership programme that supports strategic approaches to tackling health inequalities

Areas for improvement

- A strategy is required to articulate how there is a proactive approach in engaging with people more likely to have poor care.
- Checks need to be completed to confirm if equality impact assessments of care and support policies and processes have been completed
- Confirmation is needed of whether there are clear priorities and objectives regarding improving experiences and outcomes for people who are more likely to have poor care.

Theme 2 – Providing Support

What are our strengths?

- Strong engagement and relationships with the community care market, with streamlined contract and quality processes in place with a new policy to underpin the Council's position. This is supported by good relationships with CQC, and multi agency risk protocols are in place
- Some good joint commissions with Public Health and CYPD with long life contract length which promotes sustainability and medium to long term planning. Contracts include early intervention and prevention and Wirral Independence service
- Good extra care housing offer, for LD, mental health and Older people with further pipeline schemes

Areas for improvement

- Need to ensure an improvement in quality in the care market, and embed and utilise the new commissioning, contracts and quality policy
- Need to ensure delivery of complex care services to ensure sufficiency for Autism .LD and complex NEMI and mental health.
- Need to do a focussed piece of work on market sustainability and shaping as part of preparations for charging reforms

What are strengths?

- Joint working - commissioning and contracts with Public Health and CYPD on key commissions , Like Early intervention and prevention and Wirral Independence service
- Strong BCF pooled fund arrangements
- New contracts and quality framework in place with underpinning policy , and good evidence of contract meetings in place

Areas for improvement

- Need to improve our integrated commissioning arrangements within the Council departments
- Continue to work proactively with Health and Care system partners to respond to local demands and the Councils response emerging issues
- Further develop third sector offer to meet local needs, within lifetime of the contract

Theme 3 – Ensuring Safety

What are our strengths?

- The WSAPB has formed a learning partnership with the Liverpool City There is a strong process in place for learning from SAR's, Coroner investigations and findings as well as LGO enquiries.
- The MASH has a very clear and specific function and ensures more consistent decision making around the progression of contacts to enquiries. Performance measures are positive
- Safeguarding practice has a strong focus on Making Safeguarding Personal (MSP);

Areas for improvement

- Further progress is to be made in connecting the WSAPB more to outcomes being delivered in practice.
- Work with SAB to challenge partner agencies to build leadership capacity to take agreed work forward.
- Information sharing via the MARAC needs to be improved

What are our strengths?

- Confident that individual agencies are clear on their risks in relation to safeguarding
- Thresholds are clear for those working in adult safeguarding on a regular basis
- Section 42 enquiries are investigated sensitively, timely and person-centred

Areas for improvement

- More needs to be done to understand shared risks from a board perspective and develop a risk register for the board
- More needs to be known about Modern slavery, human trafficking etc. (watching carefully)
- Better feedback process to referrers about the outcome of safeguarding concerns

Theme 4 – Leadership

What are our strengths?

- There is a strong and effective governance and performance management arrangement within the ASC Department, across the organisation, and between partners as evidenced by the pooled budgeting arrangements with the NHS
- There is a strong relationship between the ASCPH Committee and the Leadership of ASC. Risks and budget oversight are monitored monthly and quarterly.
- We have strong and effective budget oversight, accountability and governance. Where savings are identified these are assessed and monitored for delivery. The department has a strong history of achieving its savings target and continuing to deliver its statutory duties.

Areas for improvement

- With the transfer back in of social workers from one partner organisation the supervisory arrangement of the remaining partner organisation could be improved.
- An Adult Social Care workforce plan is required.
- There is an under-representation of ethnic minorities in our workforce when compared to our local population.

What are our strengths?

- Services commissioned and delivered by the local authority in most cases have been designed with service users e.g., carers and co-production is used widely in Day Services and the Care Market
- We have strong processes for evaluating and sharing learning
- We are strong in developing innovative ways of working to enable better outcomes.

Areas for improvement

- All age disability review found there were 4 key areas of improvement – better access; housing; joined up planning from aged 14 and training, volunteering & employment.
- A clearly articulated workforce strategy for Adult Social Care is required including consideration over the impact of continuous learning within the workforce.
- We can further benchmark and share learning across partners

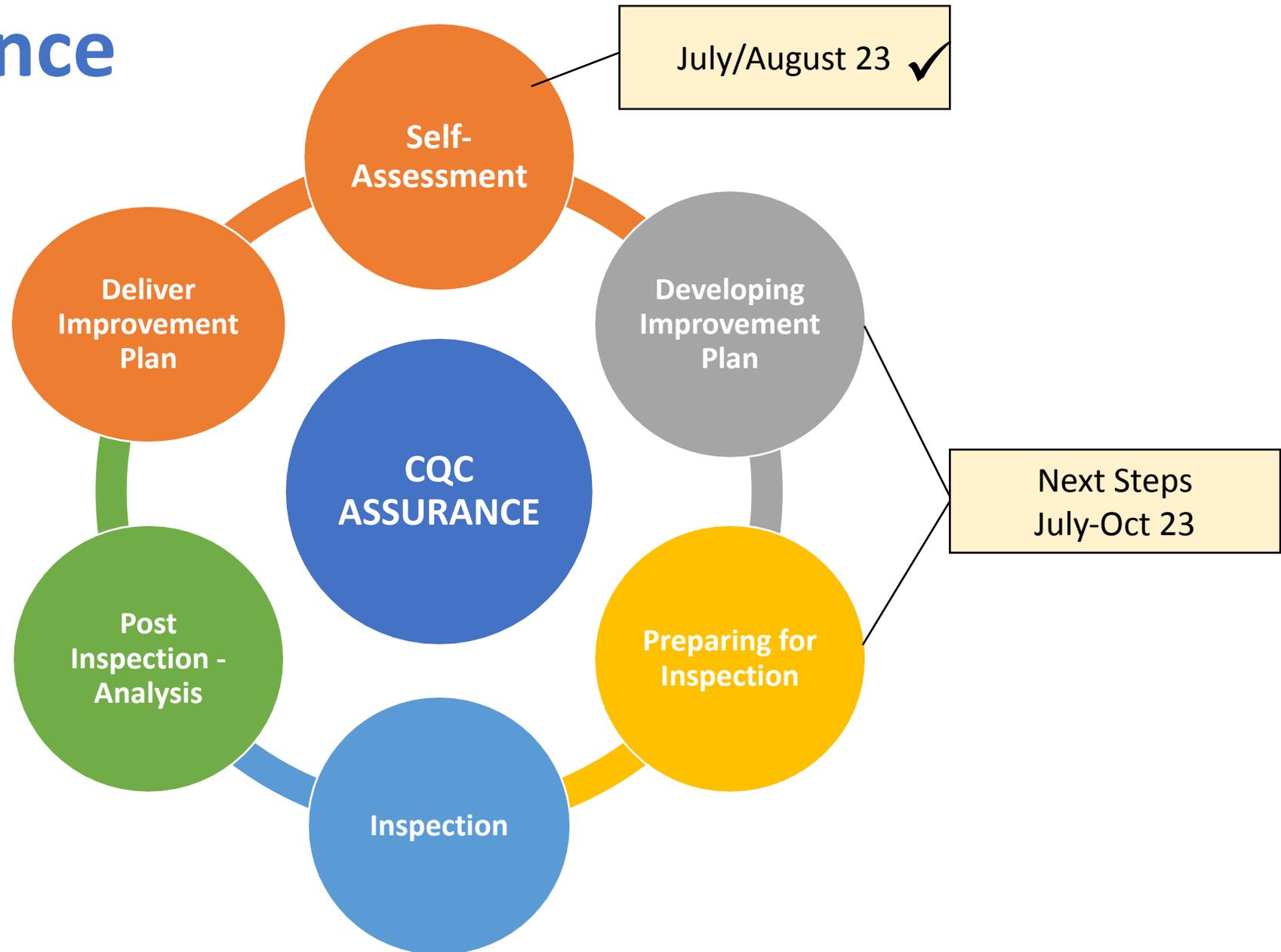
Improvement areas across all themes:

Areas for improvement

- Co-production has been identified when completing our self-assessment
- This was also a common theme within the partnership event
- Work is taking place to create a co-production strategy – this will inform the development plan
- Early Help & Prevention strategy
- Workforce strategy
- The need to embed social work teams back into the Council
- Recommendations from the December 22 Peer Challenge are also being considered and are informing the improvement plans covering all 4 themes

Month	Activity
April 2023	CQC start to review data and published documentary evidence for all LA's. This will be focus of assessment (Risk/Areas for improvement)
	CQC undertake pilot assessment in 5 Local Authority's
July 2023	Wirral Council to have Self Inspection Report available
Sept-October 2023	Wirral Council to have Improvement Plan developed
Oct-Dec 2023	CQC to undertake formal assessment in 20 Local Authority's (baseline assessment)
2024 onwards	CQC continue to carry out remaining formal assessments and report findings

CQC Assurance



- Finalising the self-assessment, taking into account partner's feedback
- Improvement plan development, co-producing with partners
- Further Partner Engagement Sessions (e.g., CVF Forum / Safeguarding Board)
- Member Engagement via Workshops
- Internal Comms / Staff Engagement (how we are preparing/our ask of you etc.)
- Ongoing evidence evaluation/data Library updates

- We want to keep in touch
- Kate Kindlen, Project Manager:
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Questions

