

Adult Social Care Assurance

Health and Adult Social Care Overview & Scrutiny

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Background

There is a challenging programme of mandatory and legislative transformation in the Adult Social Care sector over the next few years, covered in part by:

- Health and Care Act 2022 (Formalisation of Integrated Care Systems ICS)
- People at the Heart of Care White Paper (10 year vision for Adult Social Care, new CQC Assurance programme)
- ASC Charging reform (The delayed introduction of Part 2 of the Care Act 2014)

This brief presentation focuses on the new duty for the Care Quality Commission (CQC) to independently review and assess local authority performance in delivering their adult social care duties.

CQC Assurance (From April 2023)



A 10 year vision for personalised care where people:

- Have choice, control, and support to live independent lives
- Can access outstanding quality and tailored care and support
- Find adult social care fair and accessible

Assurance

**CQC
Inspection**

Themes

1. Working with People
2. Providing Support
3. Ensuring safety
4. Leadership

Evidence

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



Duty to make sure that people:

- 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

What we know so far



Inspections are due to begin in April 2023 but with the possibility of a 2-year benchmarking exercise with all councils, perhaps without grading at that stage



Local Authorities are currently working to a draft framework



There may be a self assessment tool from CQC (and possibly a dashboard) in autumn 2022 (but we can't wait until then to begin work)



When the inspector arrives they will have already completed a good deal of research and looked at published information e.g. – statutory returns, Ombudsmen judgements etc.



Inspectors are aware of national challenges for ASC provision and have been engaging with councils to understand this and will expect to see our interpretation of such issues.

CQC's Single Assessment Framework



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



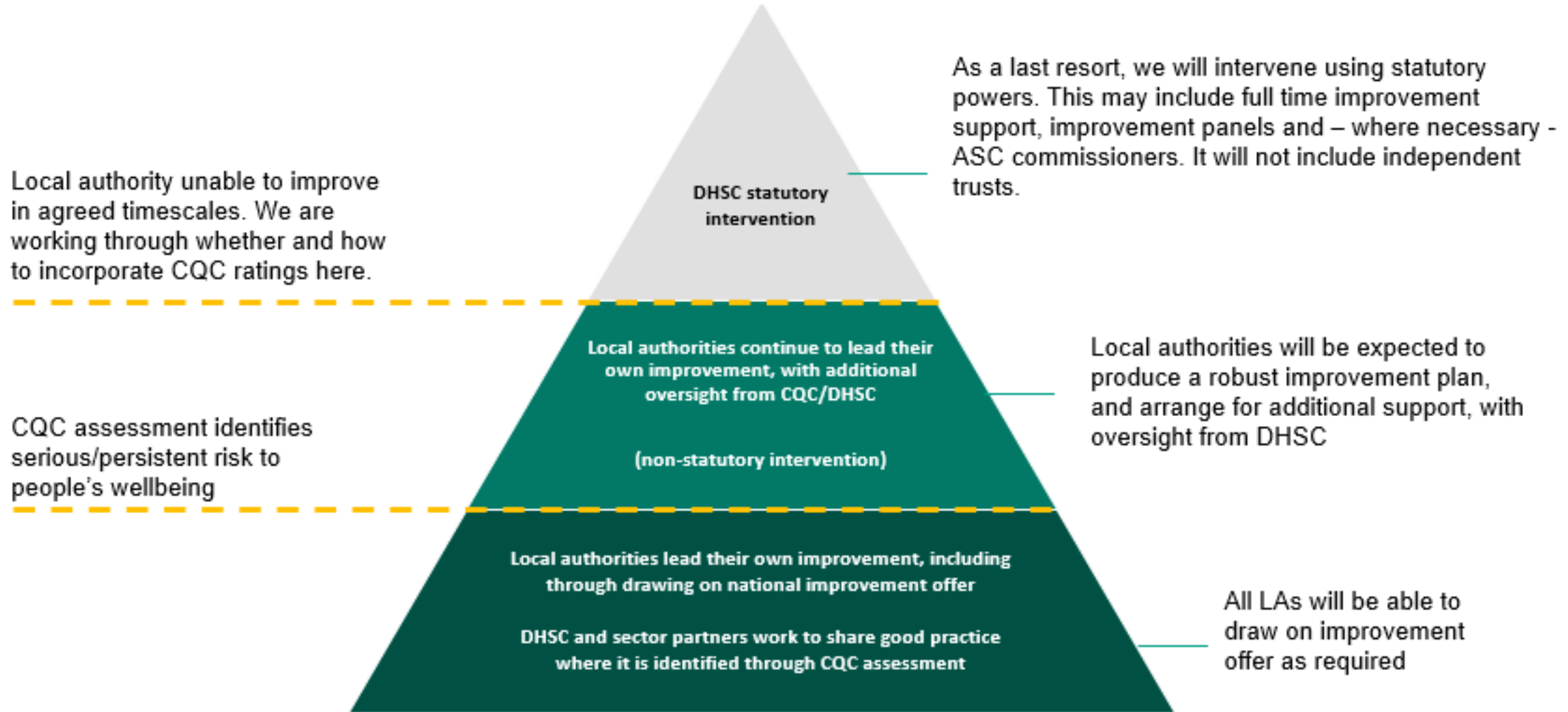
The Scope of CQC's Assessment of LA ASC functions



Working with people <ul style="list-style-type: none">• Assessing/Reviewing needs (including carers)• Supporting people to live healthier lives• Prevention and Well-being• Information and Advice	Providing support <ul style="list-style-type: none">• Market shaping and commissioning<ul style="list-style-type: none">- Sufficiency and Affordability- Diversity and Quality• Integration and partnership working
Ensuring safety <ul style="list-style-type: none">• Safeguarding• Safe systems• Managing pathways and transitions• Continuity of care	Leadership <ul style="list-style-type: none">• Compassionate and capable leaders• Sound governance• Learning, improvement and innovation• Promoting equality and diversity

- Each of the themes has several quality statements and 'I' statements within it
- Each of the themes aligns to statutory duties and guidance
- Choice, control and personalisation are threaded through the framework and approach
- LAs will be awarded an overall rating (The exact nature of the ratings are tbc but a "rating of (1 - 4) with sub-ratings and narrative" was one of the options being considered)

Government Intervention and Support



Working with the regional ADASS group



BCP Council attends the regular **Assurance Working group** meetings to discuss themes of regulations, what CQC will need in terms of evidence and how we can approach this new assurance framework as a region

Key points raised so far:

- LAs must gather evidence and present in a user friendly way – use repositories, indexes and dashboards
- LAs must start asking themselves challenging questions e.g. How does a DASS or leader know what SWs/commissioners are working on? What haven't we been able to achieve and why haven't been able to achieve it? Why and how is the lack of workforce preventing us from delivering? How do we act on what we know
- What makes a good case study and how to use them
- **Evidence** is vital
- **Triangulation of evidence** is needed so we can validate why we are on a particular direction of travel and prove informed planning as apposed to being reactive
- Need to think wider than our own evidence and ensure we **research** i.e. – what is the local picture / what is happening nationally / what research have we done not just in UK but worldwide

Internal Preparatory Work



Quality Board where work includes new processes and oversight so we can evidence 'triangulation' and maintain audit momentum



Quality Assurance team meetings with Managers and Heads of Service to start the process of evidence gathering with an aim to complete this first pass by mid September



Development of a 'dashboard' (draft by Nov 2022) and exploring the use of repositories to safely and conveniently store the information CQC will need



Working with an Audit and Quality Assurance schedule with regular fortnightly reporting to leadership team on audit progress, findings and CQC preparation



Communications plan in place to include engaging and communicating with; elected members, staff at all levels, partner agencies and other areas of the council

Next Steps

Develop a CQC Operational Preparation and Planning Group and a similar group for Commissioning colleagues

Build upon preparatory work already undertaken by continuing to gather evidence for assurance

Roll out of comms/engagement plan

Next ASC staff engagement event in November will focus on regulations and allow staff to be informed, involved and take ownership

Continue with Quality Board work – including consideration of service user involvement with this work.

Look to undertake a self-assessment in the early Autumn