

Staffordshire Health & Wellbeing Board						
Report Title:	CQC Local System Review Update					
Date:	7 March 2019					
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Board Sponsor:	Dr Richard Harling					
Report Type:	System Issues	<input type="checkbox"/>	Prevention	<input type="checkbox"/>	Statutory Duties	<input checked="" type="checkbox"/>

Recommendations

The Board is asked to:

- a. Note the Care Quality Commission (CQC) Local System Review report and action plan.

Background

1. The Staffordshire health economy has recently been subject to a Care Quality Commission Local System Review. The purpose of the review was to understand how people over 65 move through the health and social care system in Staffordshire. There was a particular focus on the interfaces between services and how organisations work together to meet the health and care needs of people in Staffordshire.
2. The review took place over a fourteen-week period from October to December 2018, with two of those taking place on site. It involved observation and interviews with key system leaders and those responsible for directly delivering care, as well as people who use services, their families and carers.
3. After a Local Summit, which was held on 11 December and was well attended by system leaders, the final report was published on 14 December. This report is included as Appendix A.
4. An action plan has been developed and was submitted to the CQC on 18 January. This is included as Appendix B.

Findings of the Local System Review

5. The review went well and the report recognised the progress we have made over the last couple of years as well as recommending priorities for further improvement.
6. The review recognised the complexity of the health and care system in Staffordshire and made the following main observations:
7. Leadership: There are good relationships between senior leaders in the Staffordshire and Stoke Sustainability and Transformation Partnership (STP) and good political support from SCC for the STP. Leaders demonstrated a strong understanding and consensus regarding the issues and challenges in Staffordshire supported by the membership of the HWBB. The scrutiny and accountability role of the HWBB could be strengthened.

8. Experiences of health and care: There is some variation in the health and social care services experienced by older people living in Staffordshire.
9. Discharge from Hospital: The report acknowledged the significant improvements in this area with a 25% reduction in delayed transfers of care (4,091 delayed days in January 2018 improving to 2,971 delayed days in October 2018) and outlined that there is still room for improvement. Compared to other areas, people in Staffordshire are still more likely to be delayed coming out of hospital and older people with complex needs are more likely to experience delays in accessing suitable care and support. Home care and care home capacity was recognised as a challenge in this area.
10. Primary Care: There are a range of services to support people in their own homes. There is some degree of difficulty in accessing GP appointments that then puts pressure on demand for urgent care.
11. Urgent Care: The improved performance in waiting times at A&E at Royal Stoke Hospital was acknowledged along with the improved experiences and more timely interventions in the department.
12. Co-production and engagement: More could be done to engage with the voluntary sector, citizens and independent providers to develop and co-produce services.
13. Joint Commissioning: While improvements have been made with the establishment of a Joint Commissioning Board and Provider Alliances, more needs to be done to develop and embed a strategic approach to joint commissioning.
14. Workforce: While there are significant challenges in recruiting and retaining domiciliary and care home staff in Staffordshire which impacts on available capacity in these services, innovative solutions are being developed to address these challenges.
15. An action plan has been developed in response to the report and was submitted to the CQC on 18 January 2019. This is included as Appendix B. The plan focusses on five key themes; leadership, urgent care, community services, joint commissioning and engagement.

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List of Background Papers:

[Appendix A: Staffordshire CQC LSR Final Report](#)
[Appendix B: Staffordshire CQC LSR Action Plan](#)