

Care Quality Commission (CQC) Single Assessment Framework

Amanda Stringer

Lead for Adult Social Care Assurance, Improvement & Transformation
Staffordshire County Council





Single Assessment Framework Five Key Questions

Safe

Effective

Caring

Responsive

Well-Led

Providers (Updated)

- Adult Social Care (care homes, home care etc)
- Dentists
- General Practitioners
- Online primary care
- NHS Trusts
- Urgent Care
- Independent Doctors & clinics
- Independent healthcare

Integrated Care Systems (New)

Local Authorities (New)

Assessment Framework for Local Authority Assurance



CQC are currently suggesting that

- An assessment of a local authority will take around 20 weeks
- We will have notice to collate evidence, including our self-assessment
- Evidence will be primarily reviewed off-site
- On site assessment will take 2 days on site and 1 day in virtual meetings
- We will have the opportunity to review the report before it is published.

Local authorities will be rated

"Outstanding"

"Good"

**"Requires
Improvement"**

"Inadequate"

Assessment Framework for Local Authority Assurance

4 Themes	9 Quality Statements		
Working With People	Assessing Needs	Supporting people to live healthier lives	Equity in experiences and outcomes
Providing support	Care Provision, Integration & Continuity		Partnership and Communities
How the local authority ensures safety within the system	Safe Systems, Pathways & Transitions		Safeguarding
Leadership	Governance, Management and Sustainability		Learning, Improvement & Innovation

Sources of evidence

People	Experience from people who receive care, unpaid carers and their representatives: this feedback may be from surveys or interviews; complaints and compliments, case tracking
Staff/ Leaders	Feedback from staff and leaders; Overview & Scrutiny, and the Council's own self-assessment;
Partners	Feedback from partners including care providers, NHS partners, Integrated Commissioning Board (ICB), Health Watch, Health & Wellbeing Board and voluntary sector partners etc;
Process	Processes - this includes waiting time metrics, results of audits, documented policies and strategies.
Outcomes	Outcomes Achieved e.g. Key Performance Indicators.

Our Self-Assessment to date



Assessing Needs

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

I have care and support that is co-ordinated, and everyone works well together and with me.

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.

Our Strengths

- 84% of assessments completed in 28 days
- 86% of people reviewed in 12 months
- Our quality audits demonstrate that 89% of assessments evidence the strengths of the adult

Areas to work on

- Implement Online Assessments
- Embed Strength based practice and personalisation
- Financial Assessments waiting time

Supporting people to live healthier lives

We support people to manage their health and wellbeing so they can maximise their independence, choice and control.

We support them to live healthier lives and where possible, reduce future needs for care and support.

I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.

I am supported to plan ahead for important changes in my life that I can anticipate.

Our Strengths

- **Staffordshire Cares, Happy at Home website** provide information advice and guidance
- **Supportive Communities** signpost to local arrangements to support health and wellbeing
- Reablement service enables people to maximise independence at home

Areas to work on

- Development of our website - 64% of people find it **easy to access information about care and support**
- Communicate benefits of Assistive Technology
- Reduce Occupational Therapy waiting time

Equity in experiences and outcomes

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.

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals

Our Strengths

- Strength based approach focuses on understanding what matters to people

Areas to work on

- **Engagement with community groups to understand experiences and outcomes**
- Co-Production of our strategies to ensure support is accessible to all groups
- Recording of protected characteristics

Care provision, integration and continuity

We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.

I have care and support that is co-ordinated, and everyone works well together and with me

Our Strengths

- Quality of care is rated as outstanding/good
 - 74% of care homes with nursing
 - 85% of care homes without nursing
 - 87% of community based care
- We source care within target timescales
- Our Provider Improvement Response Team supports improvements in the quality of care

Areas to work on

- Improve our approach for Direct Payments
- Additional capacity for extra care and care homes with nursing
- Extend our block booked beds offer to provide market resilience
- Continue to improve how we meet outcomes for adults with a learning disability

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.

Leaders work proactively to support staff and collaborate with partners to deliver safe, integrated, person-centred and sustainable care and to reduce inequalities.

Our Strengths

- Integration - Section 75 relationship between SCC and MPFT
- Staffordshire Together for Carers providing support for unpaid carers
- Partnership working with **Voluntary sector and Supportive Communities**

Areas to work on

- **Align preparation for Local Authority enhanced assurance with NHS preparations for Integrated Care System assessments**
- **Continue our partnership arrangements with District and Borough Councils regarding Housing**

Safe systems, pathways and transitions

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.

When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.

I feel safe and am supported to understand and manage any risks.

Our Strengths

- Management of safeguarding referrals
- Robust Provider Failure processes
- Integrated Discharge to Assess pathway
- Supporting continuity of care when people move from prisons

Areas to work on

- Review our Safeguarding Quality Assurance Framework
- Review our Preparing for Adulthood pathways
- Reduce waiting list for Deprivation of Liberty Standards

Safeguarding

We work with people to understand what being safe means to them as well as with 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.

We make sure we share concerns quickly and appropriately.

I feel safe and am supported to understand and manage any risks.

Our Strengths

- Timely triaging of safeguarding contacts
- Multi Agency Safeguarding Hub
- Established Safeguarding Adults Board

Areas to work on

- Evidencing that we are learning the lessons from Safeguarding Adult Reviews and incidents
- **Using feedback from people to inform future planning**

Governance, management and sustainability

We have clear responsibilities, roles, systems of accountability and good governance.

We use these 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.

Our Strengths

- Health & Care Strategic Plan
- **Robust Governance, Performance Management and Quality Assurance**
- Finances - 41% of our Council Budget is spent on Adult social care

Areas to work on

- Draft a **Co-production** Policy to ensure we embed consistent practice

Learning, improvement and innovation

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.

Our Strengths

- Innovative use of technology
- Our Staff, supported by Principal Social Worker Forums
- Quality group collates learning from complaints, incidents, compliments and quality audits

Areas to work on

- **Communication of learning from best practice, complaints and incidents**
- **Consistent collection of people's feedback**
- **Continue to embed two-way staff feedback**

Any Questions/Feedback

