



# Care and Independence Overview and Scrutiny Committee

26<sup>th</sup> September 2024

Preparing for ASC Assurance – September 2024 Update

# CQC's assessment of adult social care (ASC)

- Introduced by the **Health and Care Act 2022**, the Care Quality Commission (CQC) has a new duty to independently review and assess the performance of local authorities in delivering their Care Act 2014 Part 1 duties, which are:
  - the pursuit of wellbeing; preventing needs for care and support; promoting integration of care and support with health services; providing information and advice; promoting diversity and quality in provision of services (an efficient/effective market); meeting the duty of co-operation; meeting needs; safeguarding adults; effective transition from children's services; ensuring continuity of care and support when an adult moves; managing provider failure; and providing independent advocacy support
- CQC's local authority assessment reports are published and CQC also has a duty to inform the Secretary of State for Health and Social Care if it considers a local authority is failing to discharge its duties - and to recommend any special measures it considers the SoS should take. The SoS can use new intervention powers (also introduced in the 2022 legislation) - powers which commenced in April 2023. DHSC is recruiting to a pool of ASC Improvement Advisors/Commissioners to work with those councils where intervention powers are being used - I am a member of that pool.

# CQC Assurance:

## 4 domains

## 9 Quality Statements

### Domain 1 Working with People

- Assessing needs
- Supporting people to live healthier lives
- Equity in experience and outcomes

### Domain 2 Providing Support

- Care provision, integration and continuity
- Partnerships and communities

### Domain 3 Ensuring Safety

- Safe systems, pathways and transitions
- Safeguarding

### Domain 4 Leadership

- Governance, management and sustainability
- Learning, improvement and innovation

# CQC's activity/ratings to date

- Ratings system: Inadequate; Requires Improvement; Good; Outstanding
- Published pilot reports: Birmingham (good); Lincolnshire (good); North Lincolnshire (good); Nottingham (requires improvement); Suffolk (good)
- 9 Published reports at 16 September 2024:
  - Bracknell Forest - overall = **good**
  - County Durham - overall = **good**
  - Derby City Council - overall = **requires improvement**
  - Derbyshire County Council - overall = **good**
  - Hertfordshire - overall = **good**
  - London Borough of Brent - overall = **requires improvement**
  - London Borough of Harrow - overall = **requires improvement**
  - London Borough of Hounslow - overall = **good**
  - West Berkshire - overall = **good**
- At 16 September, CQC website reveals that its ASC assessment process is underway in further 39 local authorities
- CQC is to complete the first assessment of all 153 local authorities by end December 2025 - meaning that significant scaling up in CQC inspection capacity is needed - especially as CQC's parallel assurance process for England's Integrated Care Systems (currently being piloted) is also due for completion by December 2025.
- As a new responsibility, CQC is clear that between now and end December 2025, it is establishing a baseline of initial assessments for all councils - in order to develop its understanding of relative performance across councils.

# Preparing for CQC Inspection

## Phase 1 – June 2023

Desktop review of:

- **Key Plans**
- **Key Data**
- **Key Reports**

## Phase 2 – November 2023

- **6 peer reviewers**
- **6 sites across the County**
- **57 Focus Groups - 7 with people with lived experience**
- **Over 100 briefing and debriefing meetings**
- **Over 250 people** took part in the groups
- **Many people** involved in logistics and supporting the groups

## Phase 3–February 2024

- **13 peer reviewers**, including 3 internal reviewers
- **70 cases** audited
- **70 practitioners** involved
- **39 people with lived experience** or their representatives participated

# Peer review recommendations



SPECIFIC ACTIONS AROUND KEY  
DOMAIN AND QUALITY  
STATEMENTS



MOVE TO A MORE SPECIALIST  
COMMUNITY TEAM STRUCTURE

## CQC Assurance: 4 domains 9 Quality Statements

**Domain 1  
Working with  
People**

- Assessing needs
- Supporting people to live healthier lives
- Equity in experience and outcomes

**Domain 2  
Providing Support**

- Care provision, integration and continuity
- Partnerships and communities

**Domain 3  
Ensuring Safety**

- Safe systems, pathways and transitions
- Safeguarding

**Domain 4  
Leadership**

- Governance, management and sustainability
- Learning, improvement and innovation



OFFICIAL - SENSITIVE



# Next Steps



Detailed action plan to address peer review recommendations



Inspection Board in place, including external partners to provide critical challenge



Self-Assessment being revised



Frontline roadshows this Autumn



7 ASC Improvement Priorities to be reviewed and refreshed



Further action and independent work on customer feedback

# Next Steps



Focusing on consistent practice/recording



Preparing for community team re-structure during next 6 months: response to recommendation to move to a more specialist team structure



Developing intermediate care with the NHS, to help address issues about consistent approach to discharges and community after-care



Proposed peer challenge re-visit during 2025



3 key areas: 1) addressing recommendations, 2) communications, 3) technical preparations for inspection