Local Authority Inspection

Health Scrutiny 23 September 2022

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What do we know?

- There will be a new duty* on CQC to review how local authorities deliver certain adult social care functions, under part 1 of the Care Act 2014

- There will be new legal powers for the Secretary of State for Health and Social Care to intervene in local authorities to secure improvement where there are significant failings in the discharge of their adult social care functions under part one of the Care Act 2014

- The inspection regime goes live 2023/24 (April 2023)

- CQC are co-producing their approach and are piloting their approach with a small number of local authorities.

- CQC will make use of publicly available documents/media including peer reviews

- Inspections will be rated, appropriate evidence categories will be scored under Quality Statements to achieve a headline rating

* Introduced in People at the Heart of Care: adult social care reform white paper - GOV.UK (www.gov.uk)

Single Assessment Framework
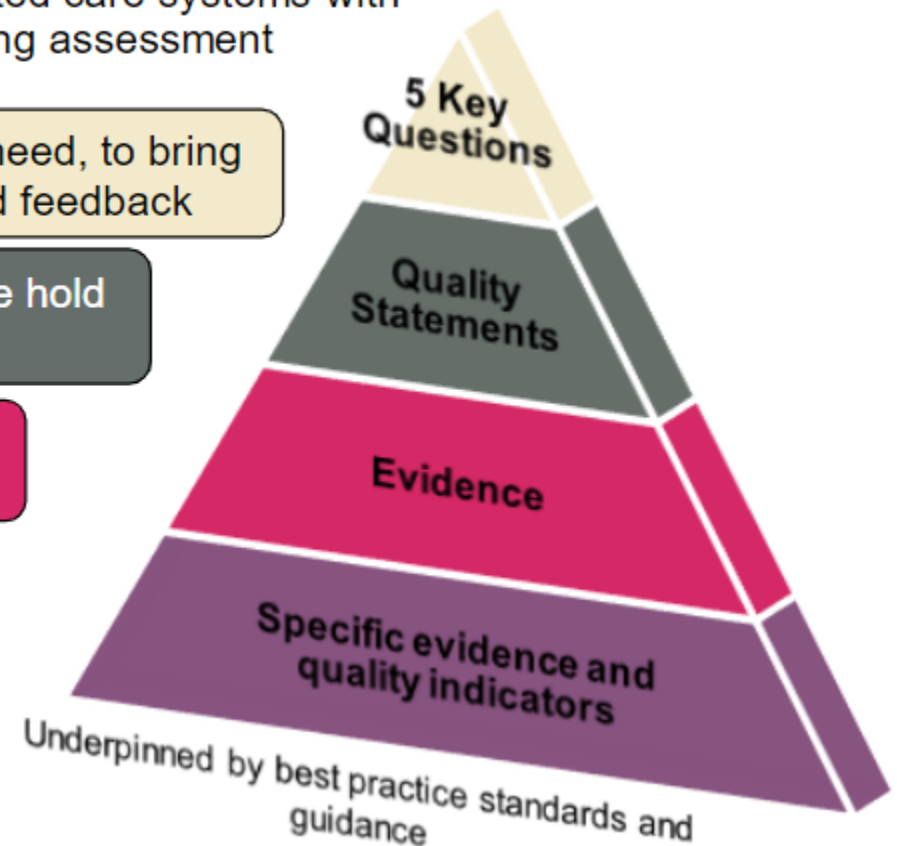
Care Quality Commission

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

5 Key Questions

Quality Statements

Evidence

Specific evidence and quality indicators

Underpinned by best practice standards and guidance

Local Authority Inspection – Key Lines of Enquiry

Local Authority inspection are being worked around 4 key lines of enquiry:

1. **Working with people** -assessing needs, supporting people to live healthier lives, prevention, well-being, information and advice

2. **Providing support** -markets (including commissioning), integration and partnership working

3. **Ensuring safety** -safeguarding, safe systems and continuity of care

4. **Leadership** -governance, learning, improvement, innovation

Each of these areas have several quality statements and 'I' statements within it

How evidence will be collated (assessing need example)

People's experience	Feedback from staff and leaders	Feedback from partners
• Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc) • Carers Groups (unpaid carers) • Compliments/complaints and feedback • Feedback from user and carer surveys • Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)	• Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Other local authority departments • Principal Social Worker • Director of Adult Services / Children's Services • Chief Executive	• Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards • • Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing
Processes • Joint Strategic Needs Assessment • Training for assessors including specialist assessors and assessment teams • Assessment and eligibility policy and process • Financial Assessment and Charging Policy • Better Care Fund Plan • Health and Wellbeing plan • Carers' Strategy • LA Audits	**Outcomes** • Adult Social Care Outcomes Framework • Data and evidence from professional regulators e.g. NHSE/I, Health Education England • CQC held data • Self assessment • Skills for Care • Annual Survey of Adult Carers in England (SACE) **Eg:** • Per 1000 population over 65 years, how many have LA funded care • > Social worker caseloads (number of people receiving support from registered social workers) • Waiting time for assessment for (i) adults with care needs, (ii) unpaid carers • % of assessments meeting eligibility criteria for (i) adults with care needs, (ii) unpaid carers • No of assessments relative to demographics of local population (looking at equality of access) • Assessments and Reviews (quantitative) – numbers overdue; timeliness of assessment completion; • Assessments and reviews: number of unallocated people; size of caseloads • Number of needs assessments undertaken, number of agreement and refusals. • Number of urgent needs requests. NHS England, annual Survey of Adult Carers in England (SACE)	

Self awareness – Systems

- Early completion of a self assessment to support action planning

- Robust performance management (reviewed current systems and are aligning with proposed datasets and framework) which includes triangulation of data, service knowledge and customer insight

- Actively involved in establishing peer review process in the Humber region

- Engaged in Humber, ADASS Yorkshire and Humber and wider Northern collaborative to determine 'what good looks like', identification of best practice

Self Awareness - Understanding our performance

Areas where we perform strongly

- Reducing the need for ongoing service after period of short term intervention

- Maintaining people to live independently in their own homes after reablement

- Service user and carer perception as reported in national survey's

Areas where our performance could be better

- Supporting people with a learning disability or mental health condition into paid employment

- Admissions of working age adults into long term residential/nursing care

- Overuse of short stay residential placements to support hospital discharges