

NORTH LINCOLNSHIRE COUNCIL

CABINET

**CARE QUALITY COMMISSION (CQC) PILOT INSPECTION REPORT OF
NORTH LINCOLNSHIRE ADULT SOCIAL CARE**

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 Cabinet notes the outcome of the recent CQC Pilot Inspection of our services in North Lincolnshire.
- 1.2 To actively publicise the outcome for our experts, the workforce, providers and partners to experience positivity in the overall indicative quality rating '**Good**'- *Evidence shows a good standard of care and support.*

2. BACKGROUND INFORMATION

- 2.1 North Lincolnshire Council took part as one of five Care Quality Commission (CQC) Pilot Assessments of LA Adult Social Care, between June-August 2023 (onsite fieldwork 22-24 August 2023).
- 2.2 For each LA in the pilot, CQC provides a report, there are four ratings that CQC give to LA's: outstanding, good, requires improvement or inadequate. North Lincolnshire has been given an indicative rating of '**Good**'- *Evidence shows a good standard of care and support.* The report outlines areas of strength and key areas for development. The reports from the five pilot inspections were published at the same time on the CQC website 17th November 2023.
- 2.3 This was a positive experience overall, building the confidence of the workforce in the widest sense, working with people with lived experience through the process and our providers and partners has been very rewarding.
- 2.4 It is good to see that the report has affirmed that our strategy of 'Keeping people in their own homes, families, jobs and communities' is the right approach and that our four priorities will be updated to reinforce the areas for development.

- 2.5 The report is laid out by how CQC see our strengths and areas for development, we would wish to pull out the following.

People with lived experience gave **positive feedback** about their experiences. The Experts Together **Pledge** developed by the **Experts Together Partnership** was acknowledged as the binding strategic document for coproduction with '**Ask Listen Act**' being the focus of the approach. The Partnership were also positive about their involvement in **co production with the safeguarding board**. People with lived experience had been involved in the co production of the '**Workforce tool**' to **inform best practice** in **communicating and working with people with lived experience** and CQC received **positive feedback** from most people about their contact with the **front-line social work teams**. Overall **Co production** with **people with lived experience** was seen as being **embedded** in the local authority's approach from the front line to the development of strategy and learning and improvement.

CQC said that **People's needs** were assessed in a **timely** way and that no one is waiting for a full care act assessment. A **strengths- based approach** was embedded into social work teams focusing on **people's abilities, needs and wishes**, they saw the focus on **prevention**. Including across our supported living and homeless functions. Local teams **understood communities** well and had local knowledge of **less heard groups**, this included social work teams as well as the early intervention and preventative at the community Hubs. The inspection team said they saw **robust transition pathways** for young people; with transition planning starting early at 14 years old, with close working between children's and adults continuing beyond 18 where necessary.

Partnership working was well established with strong relationships at all levels. There was **robust partnership** and **integrated working** across the **safeguarding** system including police, health, and fire. CQC heard about **Community First Strategy** for integration and the integrated hospital discharge team that worked across health and care to deliver holistic support to ensure people were **safe** on discharge from hospital. They said that **Deprivation of liberty safeguards** were **well managed**, there was no waiting list and conditions were used effectively to support independence and wellbeing.

There was **good partnership working**, both with **care and health providers** and use of the **voluntary sector**. CQC have stated that there was evidence of strong partnership working both **strategically** as well as at the **front line**. CQC recognised the **cohesive preventative offer** through local authority run **community hubs** with good use of the **voluntary sector and partners**. The **voluntary sector** was seen as a **key partner** in helping deliver **better outcomes** for people including **carers**, contributing to the range of activities that people told us they accessed.

Staff spoke **positively** about the leadership team, describing them as approachable and easy to speak with. There was a feeling of a '**One Council**' approach at all **levels**. CQC also saw that there was a **learning culture** embedded within the organisation through continuous **learning, innovation, and improvement**.

- 2.6 CQC reinforced the areas for development that we ourselves had identified, they acknowledged the work underway to further strengthen our recovery offer for the younger adult population and that we need a Council wide overarching strategy to pull together all the good work in understanding and supporting our communities to have equality of opportunity.

3. **OPTIONS FOR CONSIDERATION**

- 3.1 Option 1 - To present the positive pilot inspection outcome and approve for the report to be published on the council website, reflecting the work undertaken in ensuring good outcomes for our residents and ***keeping people in their own homes, families, jobs & communities***.
- 3.2 Option 2 - To not publish the pilot inspection report on the council website.

4. **ANALYSIS OF OPTIONS**

- 4.1 Option 1 – To approve the pilot inspection report to be published on the council website, providing the workforce and stakeholders with information of key strengths reflecting the positive work being undertaken in North Lincolnshire in ensuring good outcomes for our residents and ***keeping people in their own homes, families, jobs & communities***.
- 4.2 Option 2 – To not celebrate the positive outcome could impact on progress in achieving our key areas for development and improving outcomes for our vulnerable people.

5. **FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)**

- 5.1 A one off grant of £27k will be provided to Local Authorities in the 2023 to 2024 financial year to cover the time and resource required to familiarise themselves and effectively engage with their first formal assessment. In working with our Humber colleagues, we have decided as it is such a small amount to pool it with them and agree a set of priorities to further improve outcomes for our local residents.

6. **OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)**

6.1 Not applicable.

7. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

7.1 Not applicable.

8. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

8.1 Not applicable.

9. **RECOMMENDATIONS**

9.1 Cabinet notes the outcome of the recent CQC Pilot Inspection of our services in North Lincolnshire.

9.2 To actively publicise the outcome for our Experts, the workforce, providers and partners to experience positivity in the overall indicative quality rating is '**Good**'- *Evidence shows a good standard of care and support.*

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Background Papers used in the preparation of this report:

Appendix A – CQC Pilot Inspection report of North Lincolnshire Adult Social Care (attached)