

CQC Readiness

Erik Scollay

Director of Adult Social Care and Health Integration

Introduction

Purpose of the Update:

- Provide a position update on the Care Quality Commission (CQC) inspection of Middlesbrough Council's delivery of its duties under Part 1 of the Care Act 2014.

Key Areas of Focus:

- Notification and timeline of the inspection
- Preparation activities for staff and external partners
- Plans for engagement with CQC during the inspection

Inspection Dates

Formal Notification Received: 27th August 2024

- CQC officially informed us of the upcoming inspection.
- The inspection will evaluate the Council's delivery of its duties under Part 1 of the Care Act 2014.

Formal Inspection Scheduled for: 28th October – 1st November 2024

- CQC inspectors will evaluate our services against their key domains: safety, effectiveness, caring, responsiveness, and leadership.

Internal Preparation – Staff Briefings



Staff Preparation Ongoing:

Regular briefings to ensure all staff understand the inspection process and CQC expectations.

- Focus on demonstrating quality in all key areas, including evidence of good practice and compliance.

External Partner Engagement



Engaging External Partners: External partners briefed on the inspection and their potential involvement.

- Guidance provided on what to expect if approached by CQC for feedback on service delivery.
- Ensuring external stakeholders are aligned with our messaging and service outcomes.

CQC Drop In Sessions

Reps Identified for CQC Sessions:

Team representatives have been chosen to participate in CQC's open drop-in sessions.

- They will share **good news stories** and **case studies** showcasing the positive impact of our services.
- Highlighting areas of innovation, collaboration, and success

Case Review Preparation

Key Workers Involved in CQC Case Reviews:

Six cases have been selected by CQC for in-depth review.

- Key workers involved in these cases will receive tailored briefings on how to approach their interviews with CQC.
- Guidance will focus on being clear, confident, and transparent in presenting their work and outcomes for the individuals involved.

Next Steps

Ongoing Actions:

- Continued staff briefings and preparations.
- Ongoing engagement with external partners.
- Finalise the preparation for CQC drop-in sessions and key worker case reviews.
- Address any remaining areas requiring attention before the formal inspection begins.

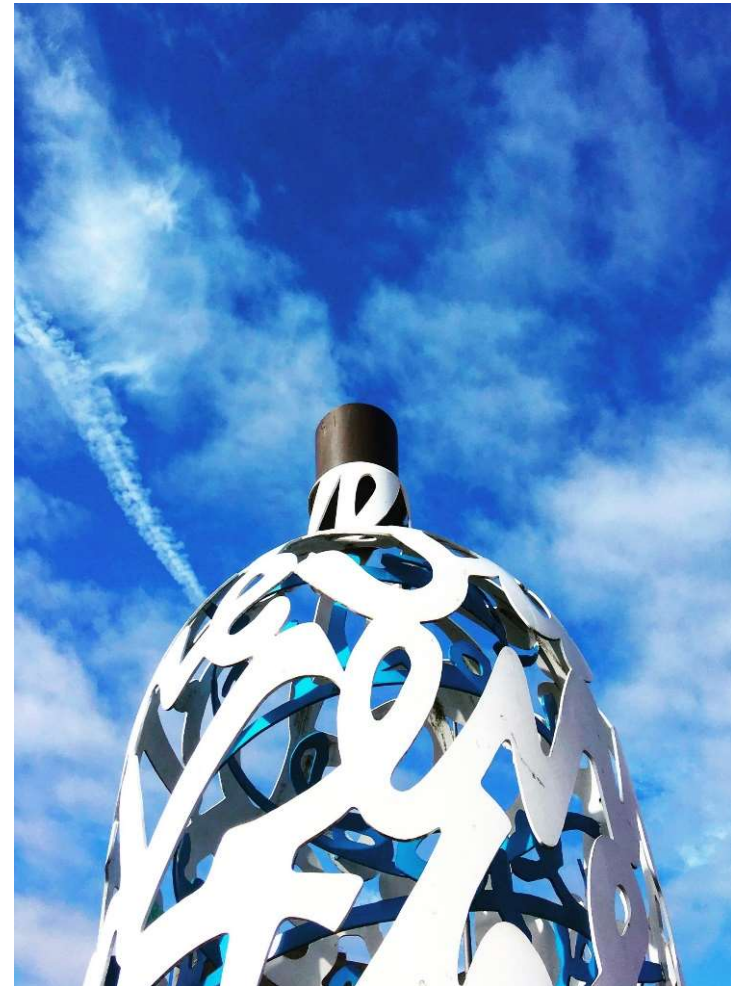
Logistics of Onsite Inspection

Logistics

- CQC inspectors are expected to physically be onsite week commencing 28th October
- The collaboration area of Fountain Court has been booked out for the inspection team
- Meeting Rooms 1,2,3 will be used by the inspection team for interviews
- Meeting Room 5 will be used for the Middlesbrough Council Management Team

Strengths Prevention & Provider Services

- Award winning Home Improvement Agency
- Prevention focus within Access Team
- Blue badge scheme
- Digital Inclusion Service (including coproduction)
- Hospital to Home service
- Sensory Support Services
- Reconfiguration of day care units to maximise usage for autism provision
- OT project work
- High-quality in-house services
- Regional equipment service (TCES)



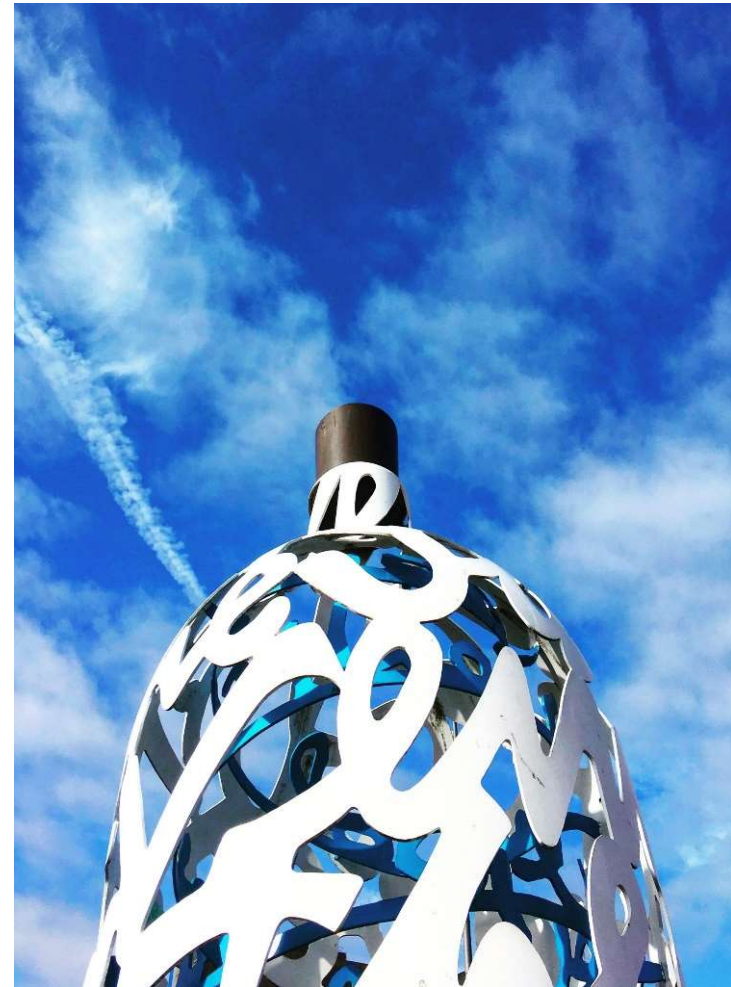
Strengths Access & Safeguarding



- Transfer of Care Hub
- Strong safeguarding practice
- Adult LADO role
- High Risk Adults Panel
- Embedding a trauma informed approach
- Domestic Abuse Strategic Partnership

Strengths Specialist & Lifelong Services

- Transforming Mental Health discharge
- TEWV Adult Learning Disability Eligibility Group and Pathways diagnosis to support for LD
- CHC lead role
- PSW role development
- Strengthened transitions process
- Scheme of Delegation
- TEWV Adult Learning Disability Eligibility Group



Areas for Development

- Coproduction embedded into all ASC areas
- Three Conversations to be embedded fully
- Addressing housing shortages
- Strengthening our case file audit programme
- Autism strategy
- Transitions pathways and work opportunities for adults
- Review our in-house residential short breaks provision
- Explore funding opportunities to help support service development and continued growth
- Staffing infrastructure is reliant on some short-term funding and requires reviewing
- Use of Data / Demand Forecasting
- Practice Support Forum