

CQC Report – September Update

Recap

- LAIR (local Authority Inspection return) submitted 11th June
- Onsite inspection- end Oct 2024
- Draft report – 11th Dec 2024
- Final report - 21st February 2025
- “Requires Improvement”

Overarching Summary

Areas for Improvement

- **Significant waiting** times are impacting on peoples outcomes, including for those waiting for a planned review.
- **Unpaid carers** – large waiting lists, lack of communication
- **Housing availability** – particularly for those presenting as homeless / and people who required accessible adapted accommodation.
- **Equality, diversity and inclusion** was not embedded at a strategic level – no clear strategy on how we engaged with all communities
- **No defined plan around “co-production”**. Providers did not feel involved in “co-production”
- **Lack of assurance at CEO level** with regard to obligation's relating to the Care Act and safeguarding
- **Lack of ownership corporately with regard to ASC** – though signs this is changing
- **Scrutiny & Data** – data development n early stages, there is a need to create process to share with frontline staff. Gaps in data were noted.

What are we Doing About It

- We have developed a Directorate Improvement plan which incorporates:
 - CQC Improvement Actions
 - Audit Actions
 - Actions from Peer reviews
 - BAU identified improvements.
 - Corporate Projects / Savings – Levick
- Performance Management Framework
 - Key Indicators that tell us how well we are doing
 - Reviewing and understanding our data

Underpinned by a robust process for monitoring progress.

Themed Improvement Plan Actions

- **Adult Social Care Vision & Strategy** – 10 year strategy with annual delivery plan
 - Draft strategy prepared – for consultation with key stakeholders
- **Co-Production**
 - Commissioned support – Healthwatch
 - User experience across all we do.- process being developed to gather feedback
- **Housing**
 - Working with strategic colleagues – new Head of Housing Post now in place
 - Working with housing providers linked to our Market Position Statements to expand specialist housing options to meet social care need, and general housing options linked to homelessness.
- **Strength based Approach**
 - Embedding the 3 C model where appropriate – the strength based working has concluded 2 innovation sites and will be rolled out to directorates from 1st October.
- **Workforce Development**
 - Developing our workforce strategy / workforce planning / training
 - Implementing Tri.X
 - Choose to stay interviews with agency workers
- **EDI**
 - Diverse by Design – workforce & communities – current focus is on workforce linked to workforce development strategy
 - Implementing the Workforce Race equality Standards

Improvement Actions

- Strengthening relationships with Health incl Public Health
- Progressing neighbourhood working
 - Link to Corporate Transformation Plans – currently designing how this would work for ASC as the pilot
- Promotion of Adult Social care
 - Website review
 - Celebrating the good news
 - Improving communication / Social Media?
- Focus on unpaid carers –review process / assessment / support / awareness raising
 - Working with Redcar Carers together to consider change in process
- Practice
 - Waiting lists / Resources – temporary staff to progress back logs
 - Assessments – two Innovation sites concluded for three conversations
 - Reviews – Modelling work in progress to match resources to new model
 - Access to OT / Home Adaptations – temporary staff to work on the 15 week waiting time.

Improvement Actions

- **Preparing for Adulthood – working with Children’s services**
 - Working group to be set up to begin to understand the demand flowing through
- **Digital**
 - Digital Inclusion for our users / carers
 - Exploration of wider digital support opportunities
 - Magic Notes – trial completed and being rolled out to wider Directorate
- **Reablement First Ethos**
 - Review of reablement in progress with current development of improvement action plan
- **Homelessness**
 - Prevention and support – Additional support completing review of the ACT service – including mapping resources against demand.
 - Transformation programme customer model has been processing mapping the customer journey through homelessness

Note

Permanent Director of Adult Social Care Recruited

Clear lines of accountability through to the CEO

Appointment of new lead member of Adult Social Care

Monitoring our Progress

- There's a lot to do – some actions from CQC we did not agree with –and the work demonstrates we are doing things well
- Not everything can / will be done at once – any change needs to be carefully managed.
- Communication is key
- Report to DHSC – 10 day response + quarterly updates – 3rd update has been submitted
- Quarterly reports to Adult Social & Care Scrutiny Panel
- Directorate Improvement Plan
 - Monthly Board to oversee progress / address barriers / make decisions
- Change Board
 - Monthly for initiatives linked to Health / wider system
 - Changing Health Landscape

Any Questions?