

Title:	CQC Reviews of Local Authorities in respect of Delayed Transfers of Care (DToC) from Hospital Settings		
Wards Affected:	All Wards in Torbay		
To:	Policy Development and Decision Group (Joint Commissioning Team)	On:	4 September 2017
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1. Key points and Summary

- 1.1 In July 2017 it was announced that there would be a round of reviews (inspections) of by CQC for up to 20 councils. There is a significant focus around Delayed Transfers of Care (DToC) [people being transferred in a timely manner from hospital settings]
- 1.2 Torbay is the best performer in the South West in this regard. This in fact makes it probable that Torbay will receive an 'review' to learn from the good practices here. Whilst this is very positive, the level of resource required to accommodate an 8 week programme of activity needs to be considered.

2. Introduction and Context

- 2.1 In July 2017 it was announced that there would be a round of reviews (inspections) of by CQC for up to 20 councils. There would be a review of those that were the worst performing for Delayed Transfers of Care [DToC] authorities (x 15) and those that were high performing (x5) to establish good practices and offer learning.
- 2.2 The first 12 challenged authorities will be reviewed this calendar year (2017) whilst the dates for the high performers are yet to be set. It is considered this may be late 2017 or early 2018. The process of the external review may be up to eight weeks. This will include on-site visits, off-site review of information, questions and clarification. There will be a significant amount of pre-work commensurate with reviews of this magnitude and gravity.
- 2.3 It is important to note that High Performing organisations will be subject to the same 'review' as those low performers. High performance will be judged by low levels of Delayed Transfers and short lengths of stay.

- 2.4 Torbay would qualify as high performing on these measures. As such, and as part of good practice, it will be valuable to:
- a) Develop a narrative and evidence against each KLOE
 - b) Learn from the experience of Plymouth who have been selected for an early review
- 2.5 There is useful read across to the **High Impact Changes**. This features as part of the **Better Care Fund**. The evidence base built for both these items will serve one another and will over-seen through Social Care Programme Board.
- 2.6 There also needs to be a consistency and congruence with the **adult social care self-assessment** that has been submitted and forms part of the authority to authority, peer review process. *(this review is part of Sector Led Improvement, coordinated by Association of Adult Social Services ADASS – and is a constructive activity allowing sharing and transparency between authorities in both a challenging and supportive environment, culminating in a report that will go to the regional Adult Improvement Board – autumn 2017)*
- 2.7 This will also support the production of next year's **Local Account**

3 Proposal

- 3.1 That the CQC inspection work and Key Lines of Enquiry (KLOEs) that are being applied to Councils, be noted.

4 Risk

- 4.1 It is highly likely that
- I. Torbay will be reviewed for its positive performance
 - II. That reviews will become the norm with this being extended to all councils in due course

5 Sustainability and Partners and Expansion

n/a

6 Coordination and Governance

Coordination of the development of the narratives, population of the key lines of enquiry evidence sources, and development of the High Impact Changes Managing Transfers of Care

7 Outcomes

Preparation for a review by CQC. Sound evidence base as to the good practice and operational reflection in respect of Adult Social Care in Torbay

Caroline Taylor
Director of Adult

Appendices

Key Lines of Enquiry as published by Care Quality Commission (CQC)
High Impact Changes – Managing Transfers of Care