

**Meeting:** Adult Social Care and Health Overview and Scrutiny Sub-Board

**Date:** 18<sup>th</sup> January 2024

**Wards affected:** All

**Report Title:** Adult Social Care Self-Assessment in readiness for the Care Quality Commission Inspection.

**When does the decision need to be implemented:** Updates requested by Overview and Scrutiny Board/ sub Board

**Cabinet Member Contact Details:** Councillor Tranter

**Director/Divisional Director Contact Details:** Report by Cathy Williams, Strategic Lead for Adult Social Care Quality and Assurance on behalf of the Director of Adult Social Care, Joanna Williams.

## 1. Purpose of Report

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1. To provide the Scrutiny Sub-Board with information in relation to the self-assessment with respect to the new Care Quality Commission's (CQC) inspection of Adult Social Care.

## 2. Reason for Proposal and its benefits

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2.1 The report will provide Members of the Board with information on the findings of the self-assessment for Adult Social Care as part of the readiness and preparation for the CQC inspection.

## 3. Recommendation(s) / Proposed Decision

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3.1 For Members of the Board to note the contents of the report

3.2 Officers to follow up regarding any requirements from discussions or specific actions from the Board.

## Appendices

**Appendix 1:** Torbay Council Adult Social Care Self- Assessment Report.

# Supporting Information

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## 1. Introduction

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- 1.1 As part of the Health and Care Act 2022 the Care Quality Commission (CQC) has been given additional responsibilities and powers to review, assess and report on council regulated adult social care functions under Part One of the 2014 Care Act, such as prevention, information and advice, market shaping and support services. As part of the preparation work a self-assessment has been completed using the Local Government Association Workbook. Information has been gathered and refined over the last 8 months. There was a review of the safeguarding section by Partners in Health and Care in March 2023. It has also been tested by staff and commissioners in Adult Social Care (ASC) as well as through the South West Association of Adult Social Services CQC peer support. The document was written over Quarter 3 of 2023/24.
- 1.2 This document will evolve and iterate over time with an expectation that it will be updated on a quarterly basis.
- 1.3 This self-assessment will be submitted to CQC as part of the information return that is required by them, when we have notice of inspection.

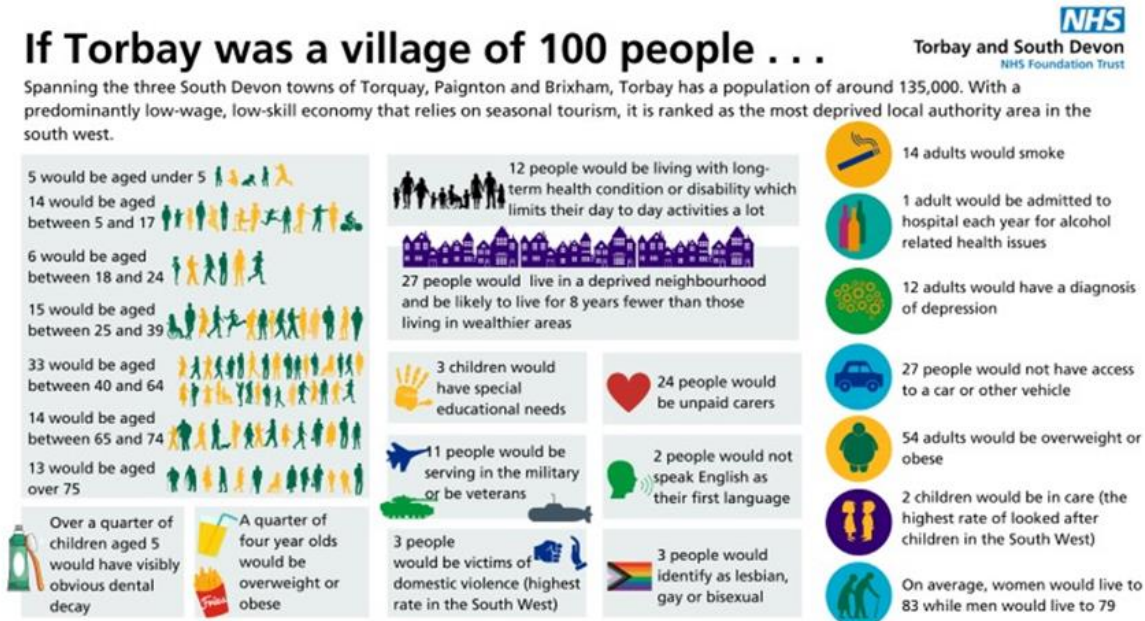
## 2. CQC Self-Assessment Report

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- 2.1 **CQC Assurance Framework.** The CQC assessment framework is based around four themes and nine quality statements. The self-assessment is designed in the same way and below is an overview of the framework.

Theme 1: Working with people	Theme 2: Providing support	Theme 3: Ensuring safety	Theme 4: Leadership and workforce
<ul style="list-style-type: none"><li>• Assessing needs</li><li>• Supporting people to live healthier lives</li><li>• Equity in experiences and outcomes</li></ul>	<ul style="list-style-type: none"><li>• Care provision, integration and continuity</li><li>• Partnerships and communities</li></ul>	<ul style="list-style-type: none"><li>• Safe systems, pathways and transitions</li><li>• Safeguarding</li></ul>	<ul style="list-style-type: none"><li>• Governance, management and sustainability</li><li>• Learning, improvement and innovation</li></ul>























## 2.2 The CQC self-assessment starts with an overview and summary of Torbay Council.



## 2.3 Several strategic documents have been cited in the self-assessment and links provided within the document.

- Draft Community and Corporate Plan
- Vision and strategy for Adult Social Care
- Joint Health and Wellbeing Strategy
- JSNA
- Integrated Care Partnership and Strategy - Devon Plan
- Better Care Fund

## 2.4 Infographic below shows our available data for 2023/24

New Requests For Support				Adults Waiting for Support			Care Act Needs Assessment		
 <b>8,472</b> 8,571 in previous year 22/23		18-64	1,848	Care Act Needs	31/03/2023	26/11/2023	Categories	22/23	23/24 FYE
		65+	6,624	Waiting	243	85	Total Assessments	2,820	3,299
Measure		Performance		> 6 Months	10	0	New Carers Assessed	1,001	1,352
We will increase the proportion of adults enquiries resolved by Information and Advice		22/23	23/24 FYE	 		 			
		19.8%	20.9%						
Adults Waiting For Services				Supporting Adults with Long Term Services					
Categories		31/03/2023	04/12/2023	Adults supported in Long term services		22/23	23/24 FYE		
No formal support		8	13			3,287	3,681		
Formal support not at home		8	7	Residential/Nursing		968	1,055		
Formal support at home		16	21	Community		2,319	2,626		
Total		32	41	Choice and control over offering Direct Payments		19.8%	20.6%		
 				 We will reduce the number of people aged 65+ whose needs are met by admission to res/nurs care per 100k		775.4	748.5		
Supporting Our Carers				Supporting Discharge from Hospital					
Carers supported with services or given information and advice.		22/23	23/24 FYE	Measure		21/22	22/23		
		1,300	1,728	We will increase the proportion of older people still at home 91 days after leaving hospital with enabling style care.		77.10%	73.40%		
Measure		Performance		 Choice and control over offering Direct Payments		92.0%	92.4%		
 Total carers assessed and reviewed		1,226	1,620	 23/24 FYE data not yet available.					
Supporting Independence				Supporting Our Learning Disability Adults					
Adults supported in enabling style services		22/23	23/24 FYE	Adults with LD in a long term service		22/23	23/24 FYE		
		2,803	2,807			582	625		
Measure		Performance		Measure		Performance			
 We will increase the proportion of adults with reduced or no ongoing service following enabling style care.		86.2%	88.3%	 We will increase the proportion of adults with LD in paid employment		7.2%	6.5%		
 % of all over 65 discharges in enabling style care		32.1%	30.9%	 We will increase the proportion of adults with LD living in their own home or with family		79.1	82.6		
Supporting Our Mental Health Adults				Reviewing Services					
Adults requiring mental health support supported in long term services		22/23	23/24 FYE	Adults receiving long term services for more than 12 months - reviewed in the last 12 months		22/23	23/24 FYE		
		707	711			46.4%	41.6%		
Measure		Performance		Measure		Performance			
 We will increase the proportion of adults requiring mental health support in paid employment		1.6%	2.9%	 Adults receiving long term services for more than 12 months		1,723	1,802		
 We will support adults in contact with mental health services to live independently		36.1%	19.4%	Adults receiving long term services for more than 12 months and reviewed		799	750		
Safeguarding Adults				Deprivation Of Liberty Safeguards					
 safeguarding concerns received		22/23	23/24 FYE	 DOLS applications received		22/23	23/24 FYE		
		1,161	1,079			1,024	1,005		
Measure		Performance		Measure		Performance			
Progressed to an enquiry		308	350	Applications granted		114	77		
 % Progressed to an enquiry		26.5%	32.4%	 Applications not complete at year end (FYE assumed)		661	768		

## 2.5 What have we learnt through the self- assessment process so far?

- Developed and consulted on an ASC strategy over the summer of 2023, supported by Healthwatch.
- Set out our approach to co - production.
- Engaged a partner to help with co production.
- Listened to people through the CQC assurance engagement approach and understood that the services for people with Learning Disabilities needed to improve - which led to the co-production of a strategy and action plan.
- Development of a Quality Assurance Subgroup of the Adult Social Care Continuous Improvement Board to focus on improving quality and peoples' voice.
- A renewed focus on complaints and embedding learning into practice.
- Increased audit activity for Social work.
- Ensured that key areas of improvement that we required, was included in the Transformation plan.
- Strengthened and co-produced our information and advice webpages on Torbay Council's website.

## 2.6 CQC Theme 1: Working with People

### **Our strengths**

- Longstanding integrated working between health and social care which has led to excellent local performance.
- Strength Based approaches and practice development opportunities.
- Strong community sector with good partnerships, supporting the front door to adult social care.
- Strong carers services.
- Significant reduction in waiting times for people to access social care assessment.

### **Areas for improvement and direction of travel**

- Services for people with Learning Disabilities (LD) need to improve and the codesign of the LD strategy with people with Learning Disability and the outcomes framework that is led through the Partnership Board provides the building blocks for this work.
- Direct Payments is an area of improvement for us, and this is a key part of our Transformation Plan for 2024/25.
- Improving the reach of the reablement offer for older people to support a reduction in bed-based care.
- Introducing an enablement offer for working age adults.

- Supporting people with Mental Health problems into employment
- Embedding equality and diversity

## Key statistics

Activity	Working well	Improving
<ul style="list-style-type: none"> <li>▪ 8,571 requests received from new clients in 2022/23</li> </ul>	<ul style="list-style-type: none"> <li>▪ 79.1% of adults with Learning Disabilities who live in their own home or with their family in 2022/23</li> </ul>	<ul style="list-style-type: none"> <li>▪ Carers on the register.</li> <li>▪ 4,737 April 2022</li> <li>▪ 5,408 August 2023</li> </ul>
<ul style="list-style-type: none"> <li>▪ 3,287 clients received long term support in 2022/23</li> </ul>	<ul style="list-style-type: none"> <li>▪ 85% of people using reablement services reach independence</li> </ul>	<ul style="list-style-type: none"> <li>▪ 229 patients reducing their pathway from P2 to P1 in acute services due to OT in reach.</li> </ul>

## 2.7 CQC Theme 2: Providing Support

### Our strengths

- Long and deep integration with Health via a section 75 agreement.
- Our clinically led QAIT team works well with the sector to improve the quality of provision and develop an improvement plan with those who are struggling, through direct intervention and support from clinicians.
- Good partnership working with the Voluntary and Community Sector.
- Good Home Care provision with almost no delayed Pathway 1 discharges throughout the 22/23 winter period.

### Areas for improvement and direction of travel

- Continuing to improve our contracts and contract monitoring processes.
- Development of broader workforce strategies is required, building upon the work of the Integrated Care System and South West ADASS.
- Lack of short breaks for carers. This is a proposed project for Devon in the Accelerated Reform Fund.
- Increase our reach of Reablement services.
- Introduce enablement services to people under 65.
- Too many people in care home placements.
- Improve our understanding of the wellbeing and prevention needs of people waiting on the Community Mental Health waiting list.

## Key Statistics

Activity	Working well	Improving
<ul style="list-style-type: none"> <li>Over 1,000 people supported by Technology Enabled Care (TECH)</li> </ul>	<ul style="list-style-type: none"> <li>88% Home Care providers rated good or outstanding by CQC</li> </ul>	<ul style="list-style-type: none"> <li>Over the last 3.5 years a 7% increase in care homes rated outstanding or good</li> </ul>
<ul style="list-style-type: none"> <li>3,287 adults supported in long term services of which 2,319 are supported in community services</li> </ul>	<ul style="list-style-type: none"> <li>81.8% Torbay community-based locations rated as good or outstanding.</li> <li>229 people have had their pathway reduced from P2 to P1 via our hospital in reach service</li> </ul>	<ul style="list-style-type: none"> <li>79.1% of adults with a learning disability are living in their own home or with family in 2022/23, with a forecast to improve this to 82.6% for 2023/24</li> </ul>

## 2.8 CQC Theme 3: Ensuring Safety within the System

### Our strengths

- Joint Safeguarding Adults Board with Devon.
- Safeguarding Adults Quality Checker system.
- Provider of Concern meetings and dedicated QAIT team.
- Broad integrated MDT approach to safeguarding.
- Quality checking process to gain feedback about the safeguarding process.

### Areas for improvement and direction of travel

- Waiting lists - DOLS. Extra agency capacity has been sourced to reduce the backlog.
- Contract register in place and is continuing to strengthen.
- Strengthening the complaints system.
- Timeliness of flow of activity through SPOC strengthened using Tableau reporting.

Activity	Working well	Improving
1,161 Safeguarding concerns received in 2022/23	92.5% of people had outcomes that were fully or partially achieved.	Impact of safeguarding learning in relation to self-neglect saw SPOC referrals increase by 61% post briefing
26.5 % of safeguarding concerns progressed to an enquiry in 2022/23	94.8% of people had their risk removed or reduced through our safeguarding processes. (Jan 2023)	53.6 % of adults asked what outcomes they wanted as part of the safeguarding enquiry that proceed to a section 42 enquiry.

## 2.9 CQC Assurance Theme 4: Leadership

### Our strengths

- Our long-standing integrated model is delivered under a Section 75 of the NHS Act 2006 and supported by a Memorandum of Understanding between the Council and Torbay and South Devon NHS Foundation Trust, we continue to focus on ensuring our complex arrangements are governed well at Exec level, and a review of the leadership and governance is currently underway.
- There is a multiagency Adult Social Care Continuous Improvement Board (ASCCIB) with an independent chair and representatives from the voluntary sector, the LGA and the ICB.
- Excellent relationships with the voluntary sector and commitment to investing in services that support the wellbeing and prevention duty under the Care Act. This includes a drop in 'Hub' for information and advice and a voluntary sector run helpline which saw 84% of referrals from Adult Social Care resolved totally by the helpline and 5% helped jointly. Only 2.6% were referred back to Adult Social Care.
- Clear co-produced Carers strategy and improvement plan in place.

### Areas for improvement and direction of travel

- Continue to collectively work together to monitor/review and find continuous improvements to, quality, cost and productivity as captured in the shared transformation plan.
- Continue to develop the performance reporting to include replacing/or updating the client management system and use of automated reporting tools.
- Improve our processes so we are better equipped to report and review our equality information.
- Maintain DASS line of sight in the integrated arrangements, systems, and processes in place to manage visibility.

Activity	Working Well	Improving
<ul style="list-style-type: none"> <li>ASC staff turnover at 10.71%</li> </ul>	<ul style="list-style-type: none"> <li>Multiagency Adult Social Care Continuous Improvement Board (ASCCIB) with an independent chair</li> </ul>	<ul style="list-style-type: none"> <li>Complaint processes improving with reports and scrutiny at the ASCCIB</li> </ul>
<ul style="list-style-type: none"> <li>ASC staff sickness in August 2023 is 7%</li> </ul>	<ul style="list-style-type: none"> <li>Deeply imbedded integrated arrangements which are effective allowing a good flow of information and exchange supported through the co-location and joint working arrangements</li> </ul>	<ul style="list-style-type: none"> <li>TSDFT Staff survey results (2022) show 'we are always learning' as an area of strength compared to the rest of the Trust and an improvement from 2021.</li> </ul>



### 3. Financial Opportunities and Implications

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3.1 None from this briefing

### 4. Legal Implications

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4.1 None from this briefing

### 5. Engagement and Consultation

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5.1 Completion of the self-assessment was undertaken in collaboration with a range of stakeholders, partners, user groups and staff. It is recognised that this will be an iterative process and will require updating on a quarterly basis.

### 6. Purchasing or Hiring of Goods and/or Services

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6.1 Not applicable to this briefing.

### 7. Tackling Climate Change.

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7.1 Not applicable for this briefing.

### 8. Associated Risks and other information

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8.1 **Not being “Assurance Ready”**; This risk has been mitigated by the employment of a specific post focussing on Quality and Assurance and the establishment of a CQC Assurance Sub Group. Progress is well underway and on track.

8.2 **Poor Assessment Rating**: This risk is being mitigated by building self-awareness through benchmarking, this comprehensive self-assessment and ongoing review and development of the Adult Sical Care Improvement plan.

### 9. Equality Impacts - Identify the potential positive and negative impacts on specific groups

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	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people	X		
People with caring Responsibilities	X		
People with a disability	X		

Women or men			X
People who are black or from a minority ethnic background (BME) (Please note Gypsies / Roma are within this community)			X
Religion or belief (including lack of belief)			X
People who are lesbian, gay or bisexual			X
People who are transgendered			X
People who are in a marriage or civil partnership			X
Women who are pregnant / on maternity leave			X
Socio-economic impacts (Including impact on child poverty issues and deprivation)			X
Public Health impacts (How will your proposal impact on the general health of the population of Torbay)			X

## 10. Cumulative Council Impact

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10.1 None

## 11. Cumulative Community Impacts

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11.1 None