

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

Date: 12 June 2025

Wards affected: All

Report Title: Adult Social Care Self-Assessment

When does the decision need to be implemented: Updated self-assessment following previous document in 2024 in preparation for CQC Inspection Visit in 2025.

Cabinet Member Contact Details: Councillor Tranter

Director/Divisional Director Contact Details: Report by Lee Baxter, Divisional Director for Adult Social Care and Sharon O'Reilly Deputy DASS Torbay & South Devon Foundation Trust on behalf of the Director of Adult Social Care, Anna Coles.

1. Purpose of Report

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

2. Reason for Proposal and its benefits

- 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

- 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.

1. Introduction

- 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 self-assessment has been submitted to CQC on 2nd May 2025 as part of the information return that is required by them, when we received the first notice of inspection.

2. CQC Self-Assessment Report

- 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">• Assessing needs• Supporting people to live healthier lives• Equity in experiences and outcomes	<ul style="list-style-type: none">• Care provision, integration and continuity• Partnerships and communities	<ul style="list-style-type: none">• Safe systems, pathways and transitions• Safeguarding	<ul style="list-style-type: none">• Governance, management and sustainability• Learning, improvement and innovation

2.2 The CQC self-assessment starts with the vision for Torbay.

Our Vision for Torbay



Torbay is a glorious part of Devon and with an inspiring natural environment. We are a magnet for tourists and known as the English Riviera. We are home to globally significant technology businesses and have a rich leisure and cultural scene.

We want to deliver for our people and our place, and we know that we have challenges, but we have high aspirations. By continuing to work closely with our communities and partners and capitalising on our strengths, we want to make Torbay a great place to do business - a place where everyone is able to live their best life.

A healthy, happy, and prosperous Torbay for all.

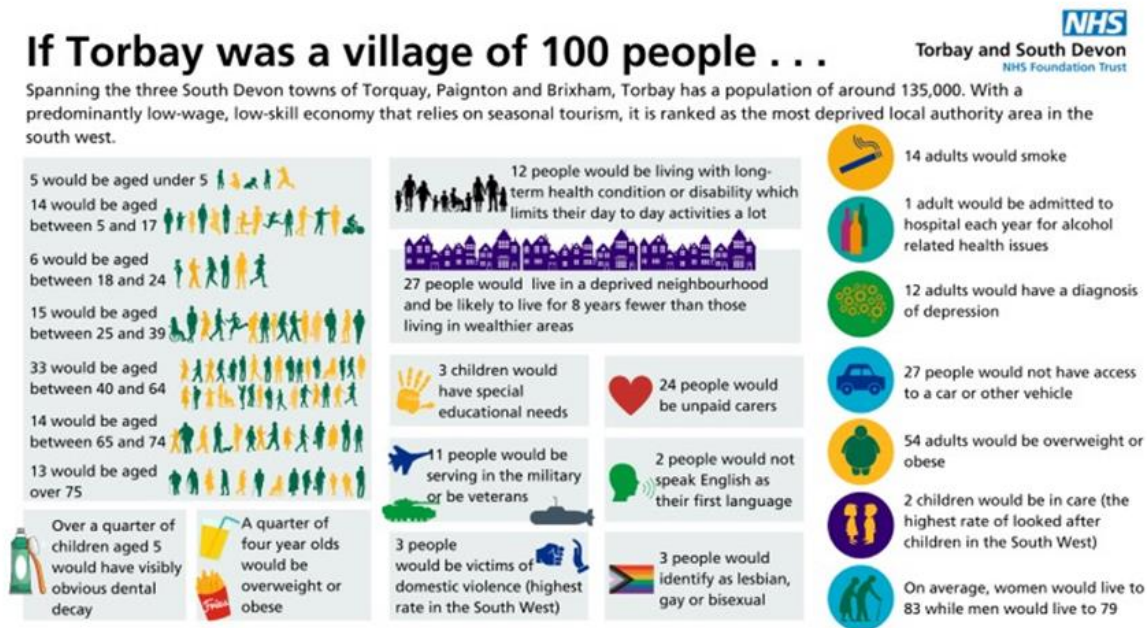
To bring our vision to life, we have identified three strategic themes:

- Community and People
- Pride in Place
- Economic growth

The Community and Corporate Plan can be found here; [Community and Corporate Plan - Torbay Council](#)

Torbay's Joint Health and Wellbeing Strategy lays out the plan to improve the health and wellbeing of the population in Torbay between 2022 – 2026. The [Joint Health and Wellbeing Strategy 2022-2026](#) covers five priority areas, reporting delivery to the Health and Wellbeing Board (HWBB) twice a year.

2.3 The self- assessment sets out our population challenges:



- Torbay's increasing ageing population with an anticipated pressure growing from the 40 – 64 age group due to higher-than-average
- 54% of adults would be overweight or obese
- Torbay has the highest rate of domestic abuse in the Southwest
- Over 10% will experience a common mental health condition (such as depression)
- Torbay is home to a large number of people with long-term health conditions and disabilities
- Close to a quarter of the population would be identified as an unpaid carer

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

- 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
- Homelessness and Rough Sleeping Strategy and Action Plan
- Transformation and Improvement Plans for Adult Social Care

2.4 The report provides headline performance data from Torbay and South Devon Foundation Trust who delivery Adult Social Care on behalf of Torbay Council.

As of 20th April 2025 **2,736**, people are being supported by Adult Social Care in Torbay

- *We received 1,742 on average contacts per month*
- *Our social care teams completed 2,555 assessments*
- *We developed 3,724 support plans*
- *We undertook 374 safeguarding enquiries, having received 1034 concerns raised*
- *We supported 710,244 hours of care in peoples' homes and 779 residential/nursing placements*
- *There are 5,764 unpaid carers on the Torbay register*
- *We supported 495 people to have a direct payment*

2.5 What have we learnt through the self- assessment process so far? Our priorities, strengths and areas for improvement which are being addressed through our Transformation and Improvement Plans with the Trust.

Our Priorities

- **Focused on outcomes and wellbeing**
 - *"My care and support focuses on promoting my wellbeing in all its facets – physical, mental, emotional and spiritual – and the outcomes I decide are important to me. It also promotes equity and inclusion by ensuring different groups in Torbay experience similar outcomes to me."*
- **Personalised, co-created and flexible**
 - *"I have a say and shape care and support. Care and support adapts to my needs as they change, and recognises my diversity and individual preferences, beliefs and circumstances. When I lack capacity there are advocates to represent my prior wishes and best interests. When needed I will be supported by appropriate interpreting services and advocacy".*
- **Proactive and preventative**
 - *"I can access support to enhance my health and wellbeing this reduces inequalities across communities. Care and support is easily available at an early stage to help slow or prevent escalation into crisis, or before I have acute care needs".*
- **Integrated and coordinated**
 - *"The care and support I receive is better joined up around my needs and those of my carers. Care and support links to and/or includes support around health, housing and employment. We will build upon the partnership working with Childrens services to ensure seamless transitions from Childrens to Adults services".*

Some of our strengths

- A committed workforce, with low vacancy rates and good retention levels
- Strong community partnerships leading to resilience and innovation for our population
- A fully integrated delivery approach for health and social care across hospital, community and older people's mental health, resulting in a timely response to escalating need
- Delegated tasks and activities, reducing the numbers of professionals working with our people required to attend the same individual
- Sufficient capacity within home care and care home markets
- Clear governance and a strong focus on improvement and transformation
- A strong, coordinated and vibrant community offer
- Established cross organisational working arrangements to target areas of challenge

Some Areas for Improvement

- Waiting times for assessments and reviews
- Numbers of individuals in receipt of direct payments
- Improvements in our arrangements for young people transitioning to adulthood
- Creating an improved reablement offer for all
- Developing further provision for unpaid carers
- Supporting our care providers further to meet increasing levels of complexity
- Further develop and embed our co-production approach ensuring people who draw on care and support become our equal partners
- Develop our approach to commissioning, working with care providers as partners

3. Financial Opportunities and Implications

3.1 None from this briefing

4. Legal Implications

4.1 None from this briefing

5. Engagement and Consultation

5.1 Completion of the self-assessment was undertaken in collaboration with a range of stakeholders, partners, user groups and staff.

6. Purchasing or Hiring of Goods and/or Services

6.1 Not applicable to this briefing.

7. Tackling Climate Change.

7.1 Not applicable for this briefing.

8. Associated Risks and other information

- 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 Social Care Improvement plan.

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

	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

10.1 None

11. Cumulative Community Impacts

11.1 None