

Adult Social Care CQC Assessment

May/June 2024 update

The inspection process

The inspection takes place across a period of up to six months, with three phases. Once complete, the draft report will be shared for our review, before publication on CQC’s website:

<p>1. Information Return</p> <p>Phase one commenced April 15th.</p> <p>CQC will review the evidence items we submitted on May 3rd and have written to registered care providers to request their feedback about Wiltshire Council.</p> <p>Evidence and feedback received will inform CQC’s lines of enquiry for conversations in the case tracking and site visit stages of the process.</p>	<p>2. Case tracking</p> <p>We will receive notice of CQC requiring the submission of 50 coded case files.</p> <p>Of these, 10 will be selected for CQC to review in detail and speak with the person/carer about their care.</p>	<p>3. Site visit</p> <p>CQC will write to Emma Legg, giving 6-8 weeks’ notice of their visit dates. This could be any time before October 15th.</p> <p>The site visit is 2-3 days and involves a range of focus groups with staff, people and carers. Also, drop-in sessions for additional feedback. The primary focus will be to hear from frontline staff and from people/carers.</p>
---	---	--

Our inspection

The Wiltshire Council ASC inspection commenced April 15th, when CQC gave three weeks' notice for submission of our 'Information Return' (evidence library). On May 3rd, we submitted 201 items against the four inspection themes, as summarised:

1. Working with people	2. Providing support	3. Ensuring safety	4. Leadership
<ul style="list-style-type: none"> • Performance data around waitlists, KPI's, and reasons why people wait longer • Our co-production approach • Feedback obtained from people and carers • Details of compliments and complaints, including actions and learning from these • How we ensure accessible information and services • Our strategic approach to prevention and details of services to prevent, reduce or delay people's needs 	<ul style="list-style-type: none"> • Commissioning strategies • Market position statements and sustainability plans • Evidence of partnership working to deliver local and national objectives • The JSNA and Wiltshire demographic details • The provider quality assurance framework • Performance data around care placements/packages • Use of the Better Care Fund • Our approach to ensuring equality, diversity and inclusion 	<ul style="list-style-type: none"> • Safeguarding performance data for Section 42 enquiries • Learning from Safeguarding Adult Reviews • Quality assurance measures and oversight for safeguarding • Pathways for child to adult transitions and hospital discharge • Safeguarding Adults Board annual report and strategic plan • DoLS performance data 	<ul style="list-style-type: none"> • Self-assessment • ASC risk register • Staffing structures and details of team functions • Learning and improvement plans, including Ofsted and SEND • Feedback from staff and actions taken • Workforce development plans, details of training and CPD • Our internal quality assurance framework, performance monitoring and governance structures

ASC self-assessment

The self-assessment reflected the co-produced ASC vision, our strengths and areas for development:



Strengths include our One Council approach, committed and skilled workforce. We know ourselves well, with strong leadership, governance, strategic planning and performance management. Our prevention agenda, strengths-based approach, and collaboration with partners, supports the delivery of safe and high-quality adult social care.



Areas for development include ensuring no work waiting and sustaining effective demand management. Pro-actively striving to strength our knowledge and practice in relation to equality, diversity and inclusion. Providing alternatives to care home placements, and maximising independence opportunities, including Technology Enabled Care (TEC) and the uptake of self-directed support.

Ongoing inspection activity/preparation

To support staff teams, people, carers and partners in preparation for the next steps in the inspection process, a range of resources and support have been implemented or are planned. These include:

Implemented	Planned
Team Manager briefing and ongoing workshops to support leadership in supporting their teams regarding inspection preparation.	Engagement with Partners in Care and Health, to deliver staff workshops on June 26 th and 27 th , based on learning from CQC inspections.
Weekly progress updates on the specific data requirements submitted to CQC, and data dashboards to provide real time performance insights.	Bite-size communication updates regarding key strategies and areas, to support staff in confidently articulating these during focus groups.
The development of team storyboards, to support staff in focus groups to talk about the work of their team and direction of travel.	Bite-size communication updates regarding key strategies and areas, to support staff in confidently articulating these during focus groups.
Continued discussions around inspection at the Staff Reference Group, and Learning and Reflection Forum, as well as in newsletters/blogs.	Providing a summarised self-assessment, highlighting key information regarding the ASC vision and direction, for staff awareness.
Cross-service focus groups, delivered by Heads of Service.	Public website updates regarding CQC inspection activity.
Delivering a range of engagement events with people and carers; and the rollout of Contact and Connect, to proactively gain people's feedback.	ASC Roadshow events are scheduled to commence in June and will include information to support staff engagement in inspection.
Engagement with providers via forums and feedback surveys.	Increased peer support, facilitated by the Principal Social Worker.