ASC Inspection Readiness

- LGA Peer Review, summarised findings and next steps
- CQC inspection rollout updates and learning from pilots

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Summarised findings from our September 2023 LGA Peer Review:

Theme 1: Working with people
- Recommendations were made regarding work waiting, quality assurance, and risk mitigation in the waitlists for assessment and reviews.
- Teams were enthusiastic, proud of their work, and committed to continuous learning and improvement.
- Teams were not readily articulating their understanding and how they support people's equality, diversity and inclusion.

Theme 2: Providing support
- Care providers gave positive feedback about improved working relationships but felt there had been challenges with timely and accurate payments.
- Voluntary sector organisations gave positive feedback regarding recent improvements.
- The Peer Team queried the breadth of reach and impact of voice providers, when representing people seldom heard.
- Recommendations made regarding voice providers and carer services reflected and supported existing recommissioning plans.

Theme 3: Safety within the system
- Child to adult transitions pathways were evident and understood by teams.
- Safeguarding responsibilities between health providers and local authority were well defined.
- There was a strong prevention focus and ethos in all teams.
- The Peer Team noted differences in how the Safeguarding Team and other teams allocate and oversee caseloads.

Theme 4: Leadership
- Leadership understanding of areas for development, aligned with Peer Team findings, reflecting good governance.
- Staff felt supported and listened to by leaders.
- Consideration should be given to whether Commissioning could be integrated within the ASC directorate.
- There was recognition of recent changes in leadership structure and recommendations made regarding monitoring the impact.

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Peer Review, next steps and updates:

- Findings from the Peer Team align with existing plans and strategies, these have been cross-checked in preparation for CQC inspection and form part of an inspection readiness action plan.
- ASC and Commissioning Teams have had summarised headline feedback shared.
- Feedback from those who participated, has been used to prepare information resources to support their involvement during the CQC inspection and/or future Peer Review's.
- Our self-assessment is being updated, to incorporate the findings of the Peer Review, including assurances on what is working well and how we have responded to recommendations around areas for improvement.

- The Peer Challenge Manager has the draft report with our factual accuracy comments for review. The final report is pending completion by the LGA, anticipated towards the end of January.
- We have welcomed Partners in Care and Health (partnership between LGA and ADASS) to facilitate inspection readiness workshops with ASC frontline staff in March 2024, based on supporting staff to:
  - Confidently articulate how they meet people's needs in their work, including a focus on EDI, co-production, and understanding of performance, quality, impact and outcomes.
  - Professionally reflect on what is working well and explaining where there are areas for development.
  - Discuss how their work contributed to the wider-picture of ASC delivery in Wiltshire.

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CQC – inspection updates and timescales:

Inspection updates:

- Government sign-off to go ahead with inspections, agreed 8th December. The framework remains the same per 2023 published draft guidance.
- Information Return clarified and published, based on CQC learning from pilot inspections.
- Next three local authorities: Hertfordshire, West Berkshire, Hounslow.
- No confirmed date for next inspection announcement. Delays due to Inspector recruitment and induction. All local authorities to be inspected within two years.
- Five pilot local authority inspections are published on the CQC website.
- Methodology for determining local authorities for inspection is based on election activity, geography, local authority size, mix of political leadership, and the rollout of the ICS inspections.

Inspection timescales:

- The inspection announcement will be sent by email to the DASS, informing of site-visit dates.
- Within one-week, key contact information needs to be shared, and within three-weeks, evidence for the four inspection themes will need to be submitted.
- At four-weeks, CQC will meet with the DASS to confirm the staff structure, talk about key challenges/achievements.
- At six-eight-weeks, CQC finalise the timetable.
- The site-visit happens between nine-11-weeks after the initial announcement and lasts three-days.
- 50 cases will be shared with CQC. Six cases are reviewed, with additional documentation too.
- 17 weeks after the inspection is announced, the local authority receives their draft report.

CQC inspection pilots:

Five local authorities were inspected, Lincolnshire, North Lincolnshire, Nottingham, Suffolk, Birmingham. Four received a rating of Good, one a rating of Requires Improvement (Nottingham). Below are summarised focus points per inspection theme, based on the content of the pilot reports:

Theme 1: Working with people
- Front-door/first-contact processes.
- Finance and benefits, self-directed support.
- Support planning, decision making, the MCA.
- Carer assessments and support provision.
- Wait-lists and associated risks.
- Website, information provision, co-production.
- EDI and reducing inequalities in access and outcomes.

Theme 2: Providing support
- Market plans, shaping, and joint-commissioning with health.
- Suitability of care settings, use of residential settings.
- Brokerage efficiency.
- Care provider feedback about peer support, sharing practice, and support with staffing pressures.
- Hospital discharge processes.
- Voluntary and Community Sector organisations.

Theme 3: Safety within the system
- DoLS waitlists and prioritisations.
- Transitions between children and adult services.
- Safeguarding referral processes and waitlists.
- Learning from safeguarding.
- Safeguarding cultures throughout ASC.
- Risk assessment and risk management.

Theme 4: Leadership
- Complaints and learning from these.
- Audits and quality assurance, evidencing learning.
- Leadership priorities, structures, vision.
- Wait-lists, accountability, risk management.
- Consistency in services.
- Innovation and transformation.

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