

**Wiltshire Council**

**Health and Wellbeing Board**

**Wednesday 17 October 2018**

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**Subject: CQC System Review and Action Plan**

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**Executive Summary**

I. The CQC Local Action plan was submitted to CQC in July 2018. The local action plan at that time was a direct response to the sixteen areas of concern raised in relation to the interface between health and social care services. The Local Action has now been further developed into a programme delivery plan and is attached to this report for information and comments. The report provides an overview of the progress being made.

**Proposal(s)**

It is recommended that the Board:

- i. Note the development of the programme delivery plan and governance arrangements
- ii. To note and comment on the content of the programme delivery plan at appendix 1

**Reason for Proposal**

Update on the Health and Social Care programme delivery plan following the CQC review process. The report provides an overview of activity undertaken to date, and includes the updated programme delivery plan at appendix 1.

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#### Purpose of Report

1. Health and Wellbeing Board members are asked to consider this report along with the attached programme delivery plan, and to note the development of the plan. The plan remains a collective response by commissioners and providers to improve integration and the experiences of Wiltshire residents who use health and social care services.

#### Background

2. At the July meeting of the Health and Wellbeing board the committee members were briefed on the CQC local review process, which resulted in the submission of a local action plan on 13 July 2018. The plan was a collective response by commissioners and providers to improve integration and the experiences of Wiltshire residents who use health and social care services.

#### Main Considerations

3. Since the last meeting the action plan structure has been further developed to incorporate related and interdependent work areas, such as the high impact model for delayed transfers of care, and initiatives surrounding Length of stay (over 21 day stays in Acute settings). The plan now also includes a benefits realisation workstream to enable the tracking and impact of the overall programme.
4. The final CQC report published on 14 June 2018 recognised the hard work and effort already being done by all staff and partners to improve the care and support for Wiltshire residents, and sixteen areas of improvement were noted. In the attached revised plan at appendix 1 each area of improvement has been preserved to enable linkage back to the original CQC report where required.
5. The delivery plan at appendix 1 provides the full summary of work ongoing, and completed across the nine workstreams. In summary:
  - **New Wiltshire Health and Social Care framework- to help people in Wiltshire to live as well as possible** – This works is now mobilising and agreements are in place to implement a new provider delivery group to oversee the development of new models.
  - **Single overarching strategy to provide more effective prevention, health and social care outcomes for the population-**

**We will create and implement one approach to provide people with better health and social care** - This work is underway and is linked to the refresh of the Health and Wellbeing strategy which expires in 2019

- **Strengthening Strategic Commissioning across the whole system- we will ensure that we buy the best systems and services to give our residents the best possible support when they need it** – New Wiltshire Commissioning Group now agreed to be co-chaired by the CCG and Council Commissioning Directors.
- **Improve Wiltshire’s Health and Wellbeing Board effectiveness- we will make and take decisions together at the top table** – Changes to report format has been implemented to include more of a timescale and deliverable focus.
- **Unifying and developing whole system governance arrangements- we will work together to ensure our organisations work in safe and effective ways** – Significant progress made with a full overhaul of the whole Health and Social Care governance arrangements nearing completion.
- **Developing a sustainable integrated workforce strategy- we will create and develop inspiring teams of people to meet the health and social care needs of the population** – Work to scope the work in detail and align with the Workforce programme at STP level is ongoing.
- **Implementing digital opportunities and information sharing across the system- we will use the right technology to share information safely and help to create the best experience for people when they interact with us** – The programme of work for this area is being developed, and is complex given the nature of system interoperability and information governance
- **Single integrated engagement and communications strategy- we will listen and talk to people in a unified voice** – Work has now commenced on the communications strategy and plan for this area.

## Next Steps

6. We would like to ask the Health and Wellbeing board to note the development of the programme delivery plan and provide comments to the author.

## Timescales

6. In the next period, the priority actions fall into four main areas:
  - Finalisation of the refreshed Better Care Plan for 2018/19
  - Finalisation of the high impact model for delayed transfers
  - The continued mobilisation of the Wiltshire Integration Programme including the associated benefits realisation plan
  - Continued focus on the length of stay action plan

**Tony Marvell**

## **Portfolio Delivery Manager - Integration Wiltshire Council and Clinical Commissioning Group**

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Appendices:  
Appendix 1: Local action plan