

Wiltshire Council

Health and Wellbeing Board

12 July 2018

**Wiltshire System Action Plan Following Care Quality Commission (CQC)
Whole System Review**

Executive Summary

In January 2018 the Care Quality Commission commenced a targeted programme of local system reviews under section 48 of the health and social care act, looking at how health and social care providers and commissioners are working together to care for people aged 65 and older. The reviews focused on the interface between services within a Local Authority area. The main review week took place between Monday 12 to Friday 16 March 2018, with the feedback summit taking place on 12 June 2018.

Proposal(s)

It is recommended that the Board:

- i) Notes the draft Local Action Plan and receive verbal feedback on the plan from the Health Select Committee meeting of 11 July
- ii) Approve the direction of travel and priorities that set out in the Local Action Plan
- iii) To approve the proposal that the full programme delivery plan is brought back to the October meeting of the Health and Wellbeing Board.

Reason for Proposal

Approval of the Local Action Plan

Carlton Brand
Corporate Director
Wiltshire Council

Linda Prosser
Accountable Officer
Wiltshire CCG

Wiltshire Council

Health and Wellbeing Board

12 July 2018

Wiltshire System Action Plan following CQC Whole System Review

Purpose of Report

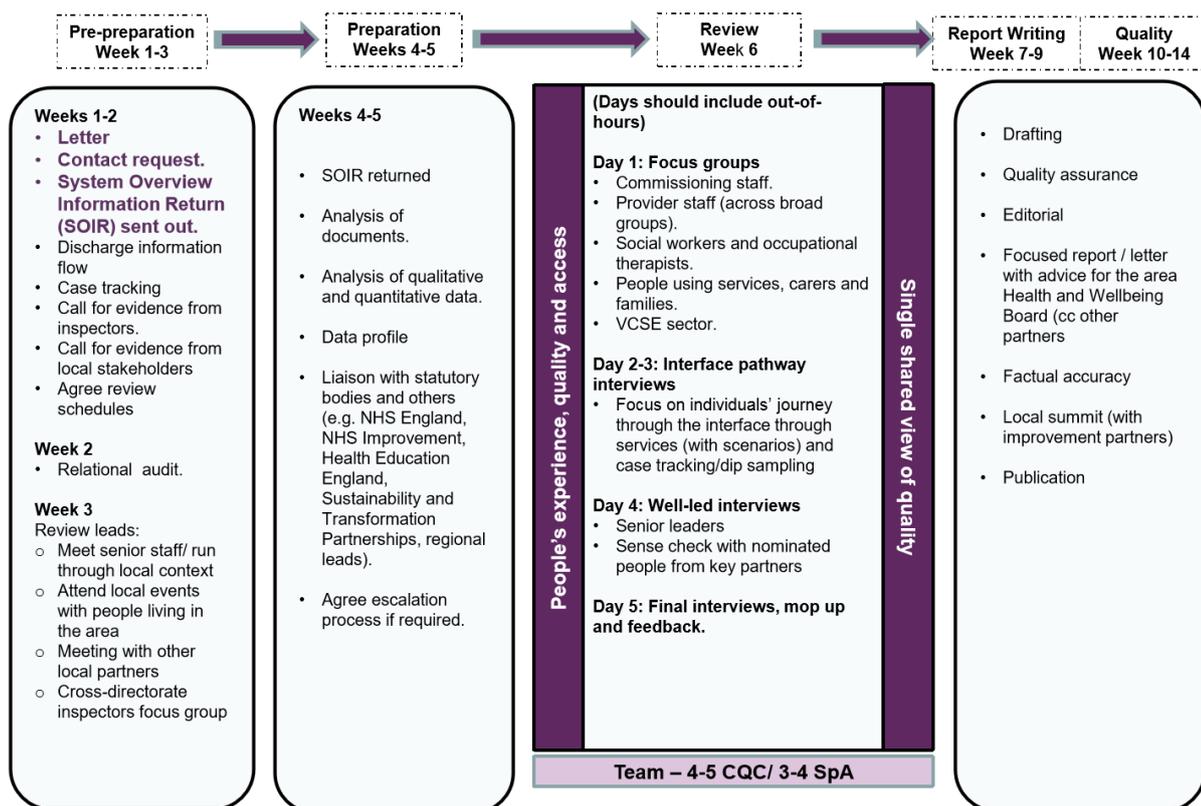
1. Wiltshire Health and Wellbeing Board members are asked to consider this report and attached Local Action Plan and approve the direction and content as set in the action plan. The Local Action Plan has been developed by system leaders and is a collective response by commissioners and providers to improve integration and the experiences of Wiltshire residents who use health and social care services.

Background

2. CQC were commissioned by the Secretaries of State for Health and for Communities and Local Government to undertake a local system review in Wiltshire in December 2017. The local system reviews aimed to look at how people move between health and social care, including delayed transfers of care, with a focus on people over 65 years old. They also include an assessment of commissioning across the interface of health and social care and of the governance systems and processes in place in respect of the management of resources.

The CQC review cycle was across a 14-week review cycle, and as part of the review, Wiltshire submitted a 'Local System Overview Information Request' to CQC. This was our opportunity to tell CQC, prior to their visit, how all partners work together to provide safe, timely and high-quality services for older people living in Wiltshire.

Local system review timeline



The CQC system review provided an opportunity for the whole Wiltshire system to have a useful reflection on what is working well and where there were opportunities for improving how the system works for people using services.

The CQC findings were published on 14 June 2018 following a summit meeting held with all Wiltshire system leaders, the CQC review team, Social Care Institute for excellence (SCIE), and operational staff responsible for delivering health and care to Wiltshire population.

The main review week took place between Monday 12 to Friday 16 March 2018 and a primarily draft version of CQC report was available to system leaders on 24 April 2018. On 26 April, a joint strategic planning workshop took place involving all system leaders from across the Health and Social Care system in Wiltshire, to look at how all partners could work better together. It was fully accepted, by everyone, that there was a great deal of excellent work taking place but that this needed to be far more integrated in the interests and benefits of our residents.

At the CQC Summit meeting on 12 June further workshop discussions took place to further develop the draft local action plan with support from Richard Humphries, Senior Associate from the Social Care Institute for Excellence.

As part of the CQC review process there is a requirement that each area's system leaders agree a local action plan within 20 working days of CQC report publication. We are asked that the local action plan should contain a response to the recommendations set out in the CQC final report.

Main Considerations

3. The final CQC report published on 14 June 2018 recognises the hard work and effort already being done by all staff and partners to improve the care and support for Wiltshire residents, and provides useful insight into the areas where we acknowledge we must do more to improve services for residents in Wiltshire. There have been many positive aspects outlined by the CQC, some of them include:
 - People who need care and support are safe
 - Adult social care transformation programme is positive
 - Integrated discharge teams work well
 - Frontline staff recognised for their commitment and caring approach

4. CQC has highlighted 16 areas of improvement in its final report. In response to these required improvements, all partners in Wiltshire agreed to working in an open, honest and collaborative manner. System Leaders have identified 8 key priority areas and committed to deliver a programme of work based around these 8 key themes:
 - New Wiltshire Health and Social Care framework- to help people in Wiltshire to live as well as possible
 - 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
 - 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
 - Improve Wiltshire's Health and Wellbeing Board effectiveness- we will make and take decisions together at the top table
 - Unifying and developing whole system governance arrangements- we will work together to ensure our organisations work in safe and effective ways
 - 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
 - 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
 - Single integrated engagement and communications strategy- we will listen and talk to people in a unified voice

The Local Action Plan has been developed around these 8 priority areas and brings the whole system together to work in collaboration to improve services for Wiltshire residents.

It should be noted that part of the plan above will be to look at how the Health and Wellbeing board may operate differently in the future, building on the recent changes to co-chair the board. The Health and Wellbeing strategy is due to be reviewed during 2018, and as part of this review we will review HWB membership.

Next Steps

5. We would like to ask the Health and Wellbeing Board to be responsible for the approval and successful strategic delivery of the Local Action Plan. However, due to the operational nature of some of these actions, detailed monitoring will be discharged to the Health and Social System Transformation Board which has membership from all system leaders across Wiltshire.

Overall responsibility for delivery of the Local Action Plan therefore stays with the Health and Wellbeing Board whilst the Health and Social System Transformation Board will oversee successful delivery.

6. Timescales

The programme is now being formally initiated and the local action plan is being developed into a full programme delivery plan, including resource requirements, risk management approach, workstream plans, and benefits realisation schedules. It is therefore planned that the Health and Social Care full programme delivery plan is brought back to the October meeting of the Health and Wellbeing Board.

Carlton Brand
Corporate Director
Wiltshire Council

Linda Prosser
Accountable Officer
Wiltshire CCG

Report Authors: Tony Marvell, Wiltshire Council; Roshan Robati, Wiltshire CCG

Appendix 1 – Wiltshire Local Action Plan