

Update: Adult Social Care CQC inspection

9th September 2024

Inspection timeline

Progress to date

- Evidence library submitted May 3rd.
- CQC contacted registered care providers for their feedback in June.
- Inspection site visit dates received.
- Communications shared with staff and partners. Public website updated.
- Throughout August, CQC contacted engagement partners for feedback, including Carers Together Wiltshire.
- Senior leaders met with CQC to deliver a presentation about ASC in Wiltshire (August 21st).
- CQC identified 10 cases from 50 shared with them. We shared assessments, one-page support need summaries and quality reviews for each of the 10 (August 27th).

Current position

- Timetable logistics for inspection visit dates are being finalised.
- Action plans are reviewed weekly, with KIT meetings twice-weekly.
- Meetings between partners, providers and CQC are being scheduled, including ICB and trusts.
- Staff support and resources are being shared via SharePoint, newsletters and forums.
- CQC are contacting six of the 10 people identified, for their customer journey feedback.

What's next

- Invites are in the process of being sent out, following receipt of the confirmed inspection timetable.
- Eight Inspectors will visit County Hall, from 9am on September 24th, 25th, 26th
- The afternoon of September 25th, two Inspectors will hold sessions at Monkton Park.
- Inspection feedback meeting with Emma Legg planned for October 2nd.
- Following the visits, CQC will commence drafting their report for sharing with us for factual accuracy comments.

<https://www.wiltshire.gov.uk/article/9937/Inspection-of-Adult-Social-Care-Services-in-Wiltshire>

Senior leadership presentation

Contents included:

- The ASC vision, Wiltshire Council Business Plan and mission.
- Leadership structures.
- Strengths, outcomes and ongoing development areas for each ASC operational and commissioning service.
- Our practice principles and approach to the customer journey.
- Our governance, scrutiny and performance
- Spotlight focus on
 - Transitional safeguarding
 - Public health and prevention
 - Practice learning and reflection
 - Unpaid carers
 - Waiting well
 - Partnership working



Our position

Strengths

- Leadership, governance, strategic planning and performance management – we know ourselves well
- #OneCouncil
- Prevention
- Voice and co-production
- Community engagement
- Strengths-based practice
- Safeguarding and risk management
- Our workforce
- Collaborative partnerships and relationships
- In-house specialist and provider services

Areas for further development

- Continue substantial improvement in rates of work waiting, continue to provide a timely response and effectively manage risk and demand
- Strengthening our knowledge and practice in relation to equality, diversity and inclusion
- Providing alternatives to Care Home placements
- Maximising Technology-Enable Care (TEC) opportunities
- Growing Self-Directed Support