

# Adult Social Care Assurance



- The [Health and Care Act 2022](#) gives the Care Quality Commission (CQC) new powers to provide a meaningful and independent assessment of care at a local authority and integrated care system level
- From 1 April 2023, CQC have had powers to assess how local authorities in England meet their duties under the [Care Act \(2014\)](#)
- CQC have published the Assessment Framework for local authority assurance having designed the framework alongside; Department of Health and Social Care, Local Government Association, Association of Directors of Adult Social Services, integrated care systems, local government, NHS England, care providers and users of social care.

# Assessment Framework for Local Authority assurance

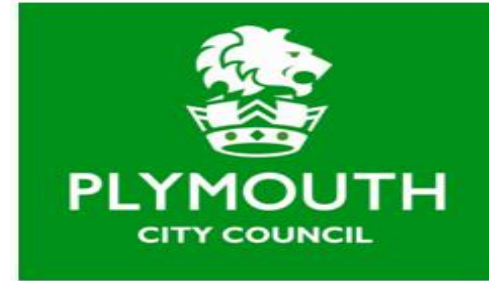


- The Assessment Framework comprises four overall themes, each of which is supported by quality statements.

Theme one; **Working with people** supported by the following quality statements;

- We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing, and communication needs with them.
- I have care and support that is coordinated, and everyone works well together and with me.
- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.
- We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce future needs for care and support.
- I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.
- We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.
- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths, and goals.

# Assessment Framework for Local Authority assurance



Theme two; **Providing Support**, supported by the following quality statements;

- We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.
- I have care and support that is coordinated, and everyone works well together and with me.
- We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

# Assessment Framework for Local Authority assurance



Theme three; **Ensuring Safety**, supported by the following quality statements;

- We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.
- When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.
- I feel safe and am supported to understand and manage any risks.
- We work with people to understand what being safe means to them and work with our partners to develop the best way to achieve this.
- We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm, and neglect, we make sure we share concerns quickly and appropriately.
- I feel safe and am supported to understand and manage any risks.

# Assessment Framework for Local Authority assurance



Theme four; **Leadership**, supported by the following quality statements;

- We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.
- We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome, and quality of life for people. We actively contribute to safe, effective practice and research.

# The CQC approach



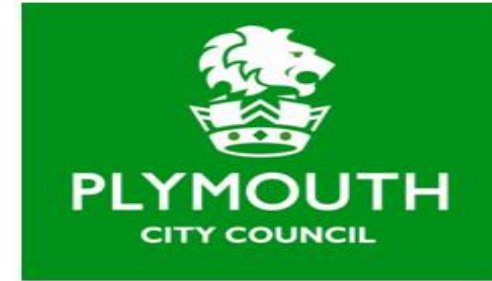
- CQC designed the assessment framework alongside the; Department of Health and Social Care, Local Government Association, Association of Directors of Adult Social Services, Integrated Care Systems, Local Government, NHS England, Care providers and users of social care
- In April 2023, the assessment framework was launched and published
- CQC have undertaken five pilot inspections between April and October 2023
- CQC will start formal assessments in January 2024, with 20 Local Authorities inspected in the first group
- All English local authorities will be assessed and rated within the first two years during a baselining period

# Types of evidence CQC will use



- People's experience
- Feedback from staff and leaders
- Feedback from partners
- Processes
- Outcomes
- Case Audits

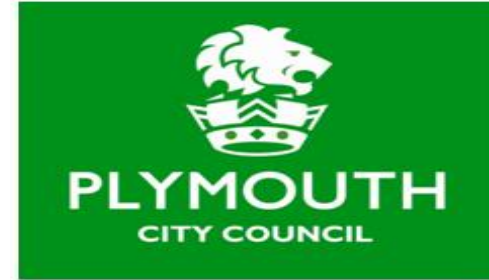
# Pilot Assessments



- **Birmingham City Council – rated Good**  
Strengths: leadership, partnership working, community investment, governance and oversight  
Areas for improvement: existence of waiting lists and backlogs, access to information
- **Lincolnshire County Council – rated Good**  
Strengths: focus on prevention and independence, partnership and collaboration, governance and oversight  
Areas for improvement: financial assessments, partnership wide understanding of safeguarding criteria
- **N Lincolnshire County Council – rated Good**  
Strengths: timely assessments, preventative offer, partnership working and community hubs, leadership and governance  
Areas for improvement: offer to young adults, availability of data and understanding of data
- **Nottingham City Council – rated Requires Improvement**  
Strengths: partnership working, promoting independence, approach to prevention  
Areas for improvement: high caseloads, low morale, lack of accessible information for diverse groups, use of data
- **Suffolk County Council – rated Good**  
Strengths: positive feedback from users and staff, development for staff, partnership working, data used for strategic approach,  
Areas for improvement: transitions, finding suitable accommodation, links to Voluntary sector



# How are we preparing



- Fully integrated with Livewell Southwest to deliver ASC, our CQC assurance process will therefore cover PCC and Livewell Southwest
- Logistics plan
- Self-assessment draft
- Creation of an evidence bank
- Engagement with staff, partners, stakeholders and the public
- Governance around social care practice, data reporting, performance management, and finance
- Identifying Case Audits
- Regional and national networks

# How are self-assessment is shaping up



## Strengths

- Data and Intelligence
- Partnership working
- Integrated health and social care teams since 2015
- Integrated commissioning arrangements and joint funding approach
- Discharge to Assess model
- Statutory survey results

## Areas for Improvement

- Undertaking reviews of care packages
- Evidence of checking social work practice through file audits
- User feedback, engagement and access to information about services
- Performance against carer related national performance indicators

## Next Steps



- Partner and Stakeholder engagement
- Finalise self-assessment
- Continue Evidence gathering and review
- Staff preparation sessions
- Regular progress updates to Overview and Scrutiny