

Adult Social Care CQC Outcome



PLYMOUTH
CITY COUNCIL



CQC's Overall Rating for Plymouth



PLYMOUTH
CITY COUNCIL



Overall, our CQC Rating is: **Good**

Theme 1: How we work with People

- Assessing Needs 50%
- Supporting people to live healthier lives 63%
- Equity in experiences and outcomes 88%

Theme 2: Providing Support

- Care provision, integration and continuity 57%
- Partnerships and communities 82%

Theme 3: Ensuring Safety with the system

- Safe Systems, pathways and transitions 57%
- Safeguarding 57%

Theme 4: Leadership

- Governance, management and sustainability 75%
- Learning, improvement and innovation 75%

Theme 1: Assessing Needs



PLYMOUTH
CITY COUNCIL

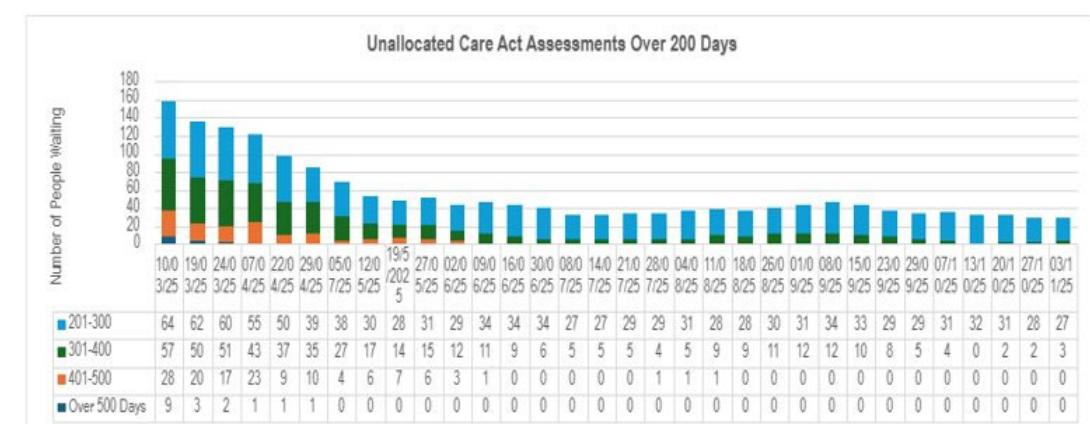


Strengths

- People's wishes and views considered in assessments
- People can easily access services with 90% of calls resolved at first contact.
- Positive and strong examples of joint working, including shared-skills models reducing onward referrals.
- Carer assessments largely timely, with positive feedback and valuable training support.

Improvement Areas:

- Strengths based practice: Principal Social Worker led improvement plan in place.
- Reducing waits for Care Act assessments and reviews: Significant progress already made
- More consistency in communication with people and carers to improve people's experience.



Theme 1: Supporting People to Live Healthier Lives



PLYMOUTH
CITY COUNCIL

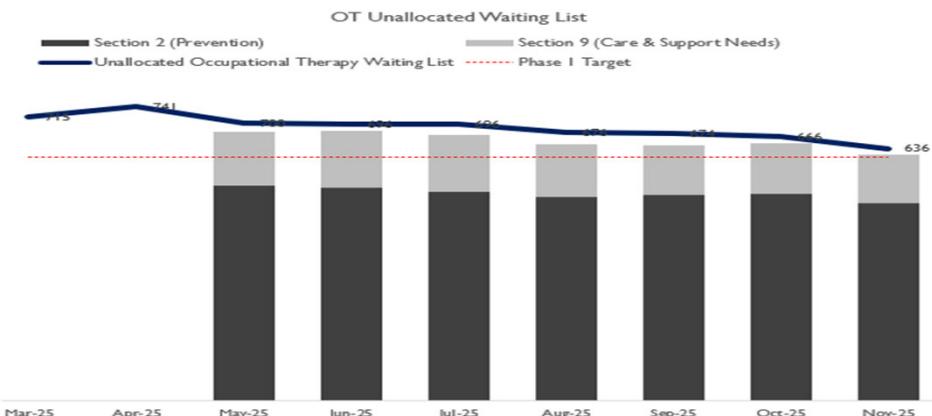


Strengths

- Strong preventative focus, including Thrive Plymouth and Well-being Hubs.
- Effective reablement services with good multidisciplinary working.
- Falls prevention initiatives.
- Strong partnership working between public health, adult social care and Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations.

Improvement Areas:

- Outcomes for short-term support slightly below the national average. Since inspection we have improved from 75.8% to 81.8% (national average is 83.7%).
- Occupational Therapy offer and waiting times focus will further improve outcomes for people



Theme 1: Equity in Experience and Outcomes



PLYMOUTH
CITY COUNCIL



Strengths

- Strong focus on inequalities, with targeted support in high-deprivation communities.
- Community-led initiatives and co-production embedded across programmes.
- Strong engagement with seldom-heard groups (e.g. refugees, carers from ethnic minorities, LGBTQ+, veterans).
- Accessibility arrangements (British Sign Language (BSL), interpreters)

Improvement Areas:

- Further work needed on cultural competency and capturing diversity data
- Improve awareness of support groups and communication

Theme 2: Care Provision Integration and Continuity



PLYMOUTH
CITY COUNCIL



Strengths

- Joint Strategic Needs Assessment used to drive commissioning priorities; Plymouth Plan provides strategic direction.
- Strong voluntary sector contribution and close work with providers, especially for hospital discharge.
- Good examples of choice and positive care experiences from people and carers.
- Comprehensive market-shaping work, including co-production commissioning toolkit.

Improvement Areas:

- Some gaps in provision for younger adults and dementia and carer emergency respite
- Implementation of the newly published Carers Strategy is progressing as planned
- Care home framework and Extra care changes will strengthen the market and support some improvement in these areas.
- Plans are underway to develop a framework for the domiciliary care market.

Theme 2: Partnerships and Communities



PLYMOUTH
CITY COUNCIL

82



Strengths

- Strong strategic partnerships including the Plymouth Local Care Partnership.
- Extensive integrated working across health and social care, with co-location improving shared working.
- Positive impact of Wellbeing Hubs and community groups on local outcomes.
- Collaborative commissioning with VCFSE and treated as equal partners.

Improvement Areas:

- Strengthening how we engage and feedback to more partners

Theme 3: Safe Systems Pathways and Transitions



PLYMOUTH
CITY COUNCIL



Strengths

- Strong “Home First” hospital discharge model with 70% returning home.
- Good crisis support options and contingency planning including our first response mental health teams
- Improvements in waiting list oversight and use of new waiting list tool.
- Positive multidisciplinary working in learning disability pathways.

Improvement Areas:

- Mixed experiences for those transitioning into adult services. A joint plan with children’s services is underway and a board has been established jointly with Children’s to improve the outcomes for our young people, as they progress to adulthood.

Theme 3: Safeguarding



PLYMOUTH
CITY COUNCIL



Strengths

- People generally feel safe; safeguarding systems clear and timely.
- Safeguarding advice line valued and improving response time.
- Strong multi-agency safeguarding partnership with regular audits and learning from Safeguarding Adult Reviews
- Good training levels for MCA/DoLS above national average.

Improvement Areas:

- Community Deprivations of Liberty Safeguards (DoLS) needs focus. Plans are in place to improve governance, oversight and practice improvement.
- DoLS waiting lists in Residential settings are high although risk based prioritisation is used.
- Document outcomes providing evidence of Making Safeguarding Personal (MSP) was low. The practice improvement plan includes the work needed in this area. This will strengthen our person-centered approach.

Theme 4: Governance Management and Sustainability



PLYMOUTH
CITY COUNCIL



Strengths

- Stable leadership with clear roles, strong governance and regular oversight structures.
- Positive culture of learning and improvement: staff feel valued, listened to and supported by management.
- Strong assurance systems with audits, dashboards and performance monitoring.
- Active partnership engagement at senior leadership level with health, VCFSE and corporate teams.

Improvement Areas:

- Audit process would benefit from improvement. Work has been undertaken to standardise audit processes and improve team engagement.
- Workforce capacity challenges in some areas.

Theme 4: Learning Improvement and Innovation



PLYMOUTH
CITY COUNCIL



Strengths

- Strong workforce development and training, including reflective practice, Assess and Supported Year in Employment (AYSE) programs for new social workers and career pathways.
- Co-production embedded in service design and tenders.
- Positive culture of continuous improvement.

Improvement Areas:

- The need to ensure workforce and skills in DoLS is further developed and retained.

Finally



PLYMOUTH
CITY COUNCIL

We are really proud of our Good outcome and what we have achieved

Huge thanks to our teams, partners and individuals and their carers for supporting this assessment of what we do.

But....

The work does not stop, we be striving to continually improve what we do and how we support those who need us