

Plymouth CQC Local System Review



CQC Local System Review- Background

- Following the budget announcement of additional funding for adult social care, the Secretaries of State have asked CQC to undertake a programme of targeted reviews in local authority areas.
- Each review will answer the question:
How well do people move through the health and social care system, with a particular focus on the interface, and what improvements could be made?
- 20 Health and Social Care Systems to be reviewed
- First 12 identified including Plymouth with a review date of December

CQC Review Programme

Area	Site visit
Halton	21 to 25 August
Bracknell Forest	4 to 8 September
Stoke-on-Trent	4 to 8 September
Hartlepool	9 to 13 October
Manchester	16 to 20 October
Trafford	16 to 20 October
York	30 October to 3 November
East Sussex	13 to 17 November
Oxfordshire	27 November to 1 December
Plymouth	4 to 8 December
Birmingham	22 to 26 January 2018
Coventry	22 to 26 January 2018

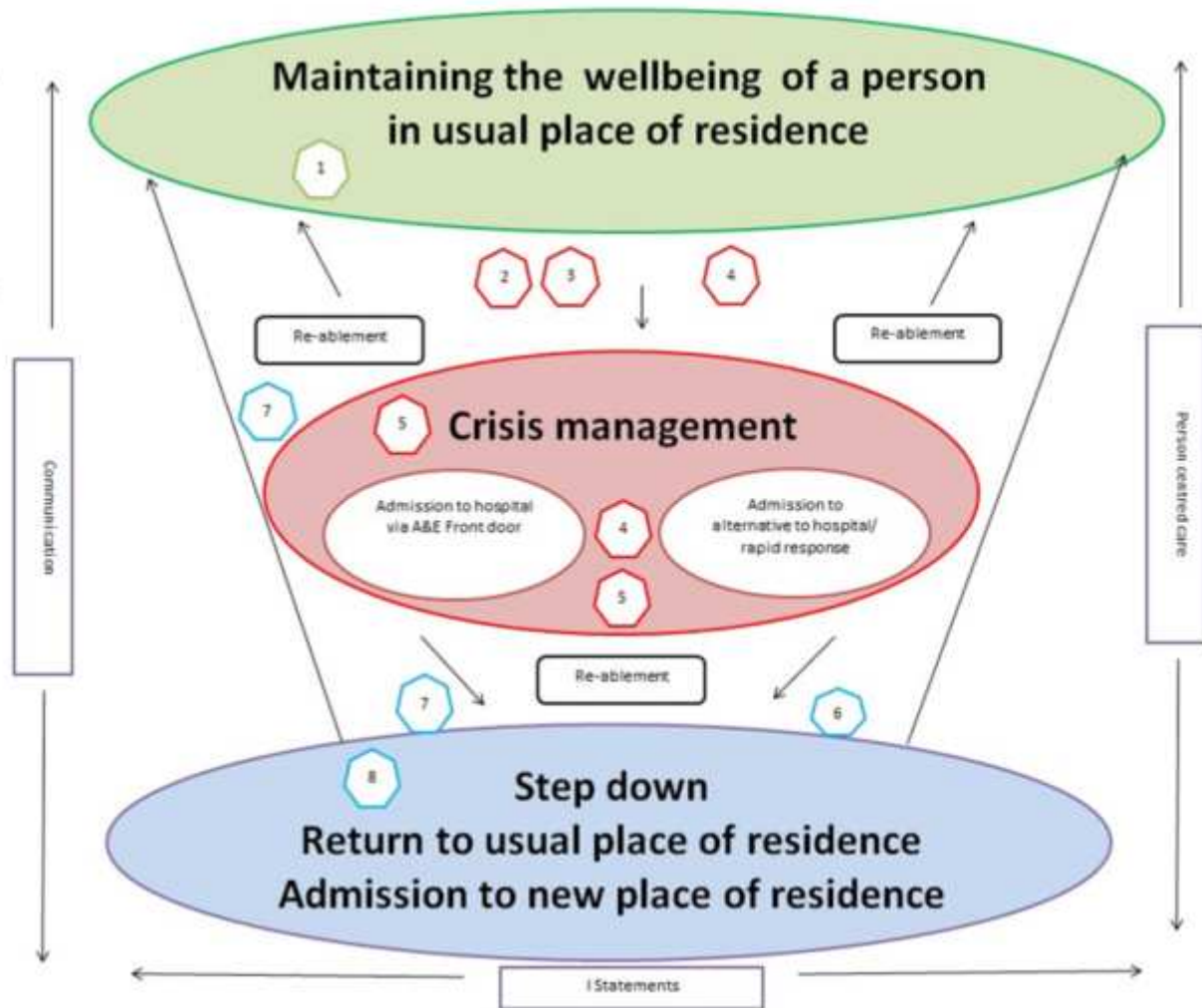
CQC Approach

The local area reviews will consider system performance along a number of 'pressure points' on a typical pathway of care

- The local area reviews will focus on older people aged over 65
- Focus on the interface between social care and general primary care and acute and community health services
- Reviews will look at both a number of local areas that are performing well, and others that are not
- Each of the 20 areas reviewed will be provided with a bespoke letter detailing our findings that will be sent to the HWBB.
- The findings of the reviews will be compiled into a National Report to give overall advice to the Secretaries of State.

Pressure Points

1. Maintenance of people's health and well being in their usual place of residence
2. Multiple confusing points to navigate in the system
3. Varied access to GP/ Urgent Care centres/ Community care/ social care
4. Varied access to alternative to hospital admission
5. Ambulance interface
6. Discharge planning delays and varied access to ongoing health and social care
7. Varied access to re-ablement
8. Transfer from re-ablement



Key Lines of Enquiry

Safe

- How are people using services supported to move safely across health and social care to prevent avoidable harm?

Effective

- How effective are health and social care services in maintaining and improving health, wellbeing and independence?

Caring

- Do people experience a compassionate, high quality and seamless service across the system which leaves them feeling supported and involved in maximising their wellbeing?

Responsive

- To what extent are services across the health and social care interface responsive to people's individual needs?

Key Lines of Enquiry

Well-led

- Is there a shared clear vision and credible strategy to deliver high quality care and support which is understood across the health and social care interface?
- What impact is governance of the health and social care interface having on quality of care across the system?
- To what extent is the system working together to develop its health and social care workforce to meet the needs of its population?
- Is commissioning of care across the health and social care interface, demonstrating a whole system approach based on the needs of the local population?

Resource Governance

- How do system partners assure themselves that resources are being used to achieve sustainable high quality care and promoting peoples' independence?

Local System Review Process

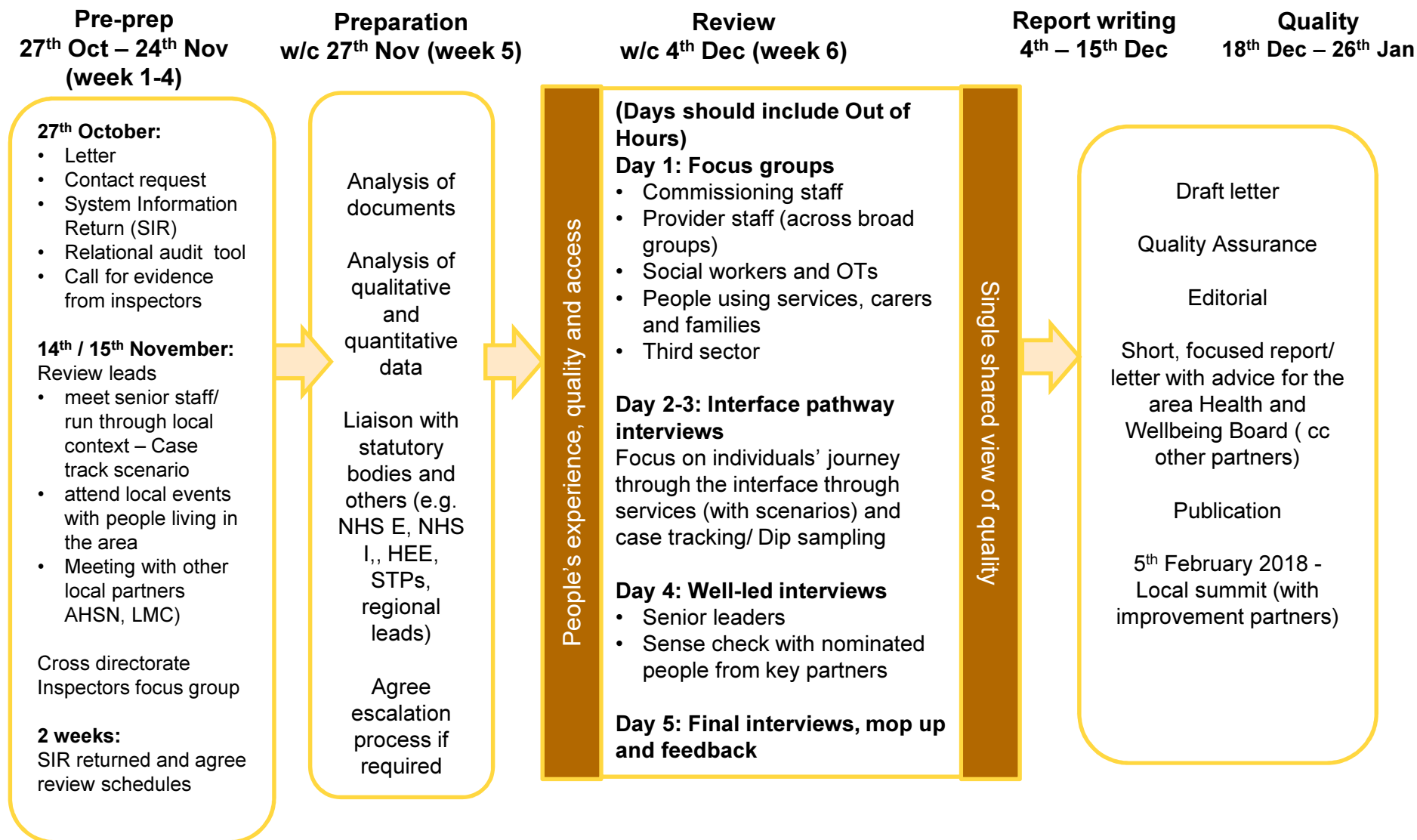
- Information Gathering
- Local System Overview Information Request
 - 1. Background to your local system
 - 2. People who use services, their carers and families
 - 3. Market shaping
 - 4. Integrated service delivery
 - 5. Monitoring performance and progress
- Site Visits including focus groups and interviews
- Relational Audit
- Case tracking
- Use of “I” statements
- Information flow tool

Who will be involved in the review?

The review will be whole system and will involve:

- Plymouth City Council
- NHS Northern, Eastern and Western Clinical Commissioning Group
- Plymouth Hospitals NHS Trust
- Livewell Southwest
- South West Ambulance Service
- Primary Care
- Healthwatch
- Voluntary and Community sector
- Independent Providers
- Service Users and Carers

Timeline



Initial Performance Summary

Local Authority	Emergency Admissions (65+) per 100,000 of 65+ population	90th percentile of length of stay for emergency admissions (65+)	Total Delayed Days per 100,000 18+ population	Proportion of older people (65+) who were still at home 91 days after discharge	Proportion of older people (65+) who are discharged from hospital who receive reablement/ rehabilitation services	Proportion of discharges (following emergency admissions) which occur at the weekend
Birmingham	16	5	14	13	5	9
Bracknell Forest	8	13	13	16	9	8
Coventry	16	14	15	10	15	3
East Sussex	4	16	14	1	14	14
Halton	9	16	15	15	6	10
Hartlepool	10	13	14	7	9	13
Manchester	16	10	11	16	6	8
Oxfordshire	9	1	16	9	8	4
Plymouth	3	7	16	8	5	14
Stoke-on-Trent	15	7	16	12	16	9
Trafford	14	15	16	1	10	6
York	12	8	11	15	12	15

Potential Lines of Enquiry

- Meeting Demand and Demographic Pressures
- System Flow
- Findings from Peer Reviews
- Primary Care Fragility
- Workforce Challenges