

CQC Self-assessment September 2024 (V2)

The Health and Care Act 2022 gives the Care Quality Commission new powers to provide independent assessment of care at a local authority and integrated care system level.

This assessment will reflect the quality of care in a local area or system and provide independent assurance to the public of the quality of care in their area. This self-assessment provides a comprehensive overview of Adult Social Care in the Isle of Wight, outlining how the local authority meets its responsibilities under the Care Act 2014 and related legislation.

The self-assessment is structured around CQC's nine quality statements, which address assessing need, supporting people to live healthier lives, equity in experience and outcomes, care provision, partnership, and communities, safeguarding, safe systems, governance and management, and improvement and innovation.

Theme 1 - How the local authority works with people

Quality Statement – Assessing Needs	Sources of evidence CQC request
<p>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. People with care and support needs, including unpaid carers, those who fund or arrange their own care and communities have the best possible wellbeing outcomes.</p> <p>This is because:</p> <ul style="list-style-type: none"> • Their care and support needs are assessed in a timely and consistent way • Assessments and care and support plans are co-produced, up-to-date and regularly reviewed • Support is co-ordinated across different agencies and services • Decisions and outcomes are transparent. • People's care and support reflects their right to choose, builds on their strengths and assets, and reflects what they want to achieve and how they wish to live their lives 	<ul style="list-style-type: none"> ❖ Processes and pathways for care assessments ❖ Processes and pathways for care reviews ❖ Processes and pathways for financial assessments ❖ Processes and pathways for carer assessments including young carers and parent carers ❖ Care Act assessment <p>Additional evidence we provide</p> <ul style="list-style-type: none"> ❖ Pride in Practice (PiP) Process ❖ Compliments ❖ Direct Payments
What is working well?	Areas for development
<ul style="list-style-type: none"> ✓ Sharing of people's choices, wishes, and feelings in assessments ✓ Collaboration with agencies ✓ Support to access early help ✓ Frameworks for charging and advocacy 	<ul style="list-style-type: none"> ➤ Embedding co-production ➤ Website to be more user friendly ➤ Digital interface / self-assessment process ➤ Case management system review and replacement

Theme 1 - How the local authority works with people

Quality Statement – Equity in experiences and outcomes	Sources of evidence CQC request
<p>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.</p> <p>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.</p> <p>This quality statement covers:</p> <ul style="list-style-type: none"> • Understanding and addressing barriers to care, support and treatment • Understanding and addressing inequalities in experience and outcomes • Hard to reach groups/communities. • People who are more likely to receive poor care (not in SAF v23). <p>In delivering their Care Act functions, local authorities take action to achieve equity of experience and outcomes for all individuals, groups and communities in their areas; they are required to have regard to the Public Sector Equality Duty (Equalities Act 2010) in the way they carry out their work.</p>	<ul style="list-style-type: none"> ❖ Arrangements to support inclusion and accessibility ❖ Pride in Practice Strategy ❖ Equality Impact Assessments ❖ Co-production ❖ Preventative model in Localities <p>Additional evidence we provide</p> <ul style="list-style-type: none"> ❖ Living Happy, Healthy Lives Strategy ❖ Preventative services (Early Help Living Well - award winning) ❖ Carers strategy
What is working well?	Areas for development
<ul style="list-style-type: none"> ✓ Co-Production toolkit and network ✓ Co-Production and quality lead ✓ EIAs to accompany every policy and project where applicable ✓ Reablement service working well ✓ Rehabilitation for alcohol misuse working well 	<ul style="list-style-type: none"> ➤ Website requires review to be more user friendly ➤ Direct Payment review ➤ Review service development ➤ Greater link with local data / demographics

Theme 1 - How the local authority works with people

Quality Statement – Supporting people to live healthier lives

We support people to manage their health and wellbeing so they can maximise their independence, choice and control.

We support them to 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.

I am supported to plan ahead for important changes in my life that I can anticipate.

- The local authority works with people, partners and the local community to promote independence and support people to prevent, reduce or delay the need for care and support. It does this by providing or arranging provision of services, facilities, resources and other measures.
- The local authority takes steps to identify people with needs for care and support that are not being met.
- People in the area have access to the information and advice they need to make informed decisions about how to meet their care and or support needs.

Sources of evidence CQC request

- ❖ Direct payment arrangements
- ❖ Arrangements for supporting direct payments and employing personal assistants
- ❖ Number of people who have stopped direct payments
- ❖ Strategy to prevent reduce and delay need for care and support
- ❖ Arrangements for access to aids and equipment to promote independence
- ❖ Waiting list for provision of equipment
- ❖ Provision for providing information and advice to enable people to make informed choices about care and support.

Additional evidence we provide

- ❖ Universal services referral data
- ❖ Reablement data
- ❖ Prevention work with partner agencies
- ❖ Personal Assistant Market, pre-payment card approach

What is working well?

- ✓ Practice Development Unit
- ✓ Work with Voluntary, community and statutory sectors.
- ✓ Learning from compliments and complaints.

Areas for development

- Working with colleagues and customers to access appropriate support
- Develop provision for information, advice and guidance on our website
- Working with partners and stakeholders to meet the expectations of the community
- New strategy (Living Happy, Healthy Lives)
- Market Position Statement update

Theme 2 – Providing support

Quality Statement – Care provision, integration and continuity

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.

This is because:

- The care and support needs of people and communities are understood; there is a varied and resilient provider market with sufficient capacity to meet demand now and in future.
- Local people, including those who fund or arrange their own care, have access to a diverse range of safe, effective, high quality support options to meet their care and support needs. Services are sustainable, affordable and provide continuity for people.

Sources of evidence CQC request

- ❖ Joint Strategic Needs Assessment
- ❖ Market Position Statement
- ❖ Market Sustainability Plan
- ❖ Commissioning Strategies
- ❖ Out of Area placement details
- ❖ Quality monitoring arrangements including out of area
- ❖ Social care workforce strategy
- ❖ Market sustainability for homecare, supported living, residential and nursing care
- ❖ Demand for care and capacity for homecare, supported living, residential and nursing care.

Additional evidence we provide

- ❖ Living Well and Early Help Service
- ❖ One Island Health and Care Plan
- ❖ New ASCH Strategy
- ❖ Hospital discharge process
- ❖ Market Position Statement

What is working well?

- ✓ Co-production is embedded across the department
- ✓ Strong working links with stakeholders
- ✓ Effective plans for future proofing the workforce
- ✓ Strategies provide a solid base for what we want to achieve
- ✓ Consistent allocated workers

Areas for development

- Access through the front door
- Continuing Health Care joint funding with health
- Respite options for those who need it
- Commissioning strategy
- Progress relationship building between Childrens Social Care and Transitions, to become involved earlier and provide early support

Theme 2 – Providing support

Quality Statement – Partnerships and communities

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.

Leaders work proactively to support staff and collaborate with partners to deliver safe, integrated, person-centred and sustainable care and to reduce inequalities. This is because:

- The local authority actively works towards integrating care and support services with those provided by partner agencies to achieve better outcomes for people who need care and support and unpaid carers and to reduce inequalities.
- There is partnership working to help ensure that care and support meets the diverse needs of individuals and communities. People experience a seamless care and support journey, and their support is co-ordinated across different agencies and services.

Sources of evidence CQC request

- ❖ Recent commissioning strategies including, Autism, Dementia, Carers, Anti-Poverty
- ❖ Better Care Fund document

Additional evidence we provide

- ❖ User Led Origination tender
- ❖ Health and Wellbeing strategy
- ❖ One Health Plan
- ❖ Ambulance Service and Wightcare responder pilot
- ❖ Public Health Strategy
- ❖ New ASCH Strategy
- ❖ Anti-poverty work
- ❖ Contract performance meetings between commissioners and providers

What is working well?

- ✓ Strong links with stakeholders
- ✓ Providers have opportunity to have their say
- ✓ Fortnightly calls to providers
- ✓ Community Action funded to be link between us and voluntary sector
- ✓ Provider engagement network being set up
- ✓ Provider bulletin sent out regularly

Areas for development

- Data from Business Information Team and Short And Long Term (SALT) activity return requires further evaluation to review and implement changes required
- Channels of communication require more work with providers
- User Led Origination tender awarded and commenced April 2024

Quality Statement – Safeguarding

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.

Therefore:

- I feel safe and am supported to understand and manage any risks.
- Safeguarding enquiries are carried out sensitively and without delay, keeping the wishes and best interests of the person concerned at the centre. People can participate in the safeguarding process as much as they want to. People are supported to make choices that balance risks with positive choice and control in their lives.
- There is a clear understanding of the key safeguarding risks and issues in the area and a clear, resourced strategic plan to address them.
- Lessons are learned when people have experienced serious abuse or neglect, and action is taken to remove future risks and drive best practice.

Sources of evidence CQC request

- ❖ Processes/ pathways for those moving between services for the following: children to adulthood, hospital discharge, moving local authority, transitioning between services and those who can no longer fund their own care.
- ❖ Contingency and emergency preparedness plan.
- ❖ Care Home and Support Provider Closure Protocol
- ❖ Examples of implementation in the event of provider failure and the effectiveness.

Additional evidence we provide

- ❖ 'So What' forum
- ❖ Quality and audit processes, learning from complaints, all staff Safeguarding learning
- ❖ Safeguarding Adults Board (SAB) quality and performance subgroup
- ❖ Flowcharts supporting decision making
- ❖ Learning from complaints & Safeguarding Adult Reviews

What is working well?

- ✓ Well-developed links with the Safeguarding Adults Board (SAB)
- ✓ Robust frameworks, policies, procedures and guidance
- ✓ Effective flow of data with Business Intelligence Team (BIT)
- ✓ Safeguarding guidance and enquiries are carried out sensitively and effectively
- ✓ All staff safeguarding learning lessons workshops

Areas for development

- Development of dashboard to support multiple teams to obtain more accessible data
- Quality Management System will inform themes to explore in staff supervisions
- Maintain multi agency relationships in climate of change in health and police service
- Transitions documentation require updates
- How learning from Serious Case Reviews is embedded

Theme 3 – Ensuring safety

Quality Statement – Safe systems

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.

This is because:

- Safety is a priority for everyone, and leaders embed a culture of openness and collaboration.
- Care and support is planned and organised with people, partners, and communities in ways that improve their safety across their care journeys and ensures continuity in care, particularly when people move between different services.

What is working well?

- ✓ Robust quality and impact assessments in place through supervisions, audits and meetings
- ✓ High quality supervision and management oversight
- ✓ Person centred and strengths based in safeguarding approach
- ✓ Robust Pride in Practice (PiP) process
- ✓ Scheduled external lens on practice and process, facilitated by Social Care Institute for Excellence (SCIE), focussed on Safeguarding.

Sources of evidence CQC request

- ❖ Safeguarding Adults Board annual strategic plan and annual report
- ❖ Safeguarding Adults Reviews and subsequent learning or actions taken
- ❖ Pathways for managing safeguarding concerns and section 42 (Care Act 2004) enquiries including quality assurance arrangements
- ❖ Plans and actions to address identified themes, trends and key safeguarding risks in your area. Safeguarding referrals awaiting initial review, section 42 (Care Act 2004) enquiries awaiting allocation and Deprivation of Liberty Safeguards (DoLS) awaiting allocation.

Additional evidence we provide

- ❖ Safeguarding Adults Board Multi Agency Framework for managing risk and safeguarding people moving into adulthood
- ❖ Quality Assurance Process
- ❖ Quality Management System audit process
- ❖ Flowcharts supporting decision making
- ❖ Learning from complaints
- ❖ Learning from Safeguarding Adults Reviews

Areas for development

- Redesign of the front door to improve communications, implement a tell us once approach, and enable other people in community to be at the front door, to include a digital offer.
- Website refresh and review project to look at how information can be better accessed.
- Transitions document updates

Quality Statement – Governance and management

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.

- There are effective governance and performance management arrangements at all levels. These provide visibility and assurance on delivery of Care Act duties, risks to delivery, quality and sustainability, and people's care and support experiences and outcomes.
- The local authority uses information about risks, performance and outcomes to inform strategy, allocate resources and to deliver the actions needed to improve care and support outcomes for people and local communities.

What is working well?

- ✓ Clear governance to manage and deliver good quality sustainable care treatment and support
- ✓ Cohesive, passionate and ambitious leadership team committed to removing silos
- ✓ Outstanding staff development offer and 'grow our own' approach
- ✓ Quality assurance is embedded
- ✓ Dedicated Principal Social Worker, Principal Occupational Therapist and Practice Lead
- ✓ Strength based and outcome focused staff values
- ✓ Staff wellbeing and support (App available)
- ✓ Workforce strategy and board
- ✓ Living Happy Healthy Lives strategy launch
- ✓ Service manager redesign areas of responsibility, new structure to provide clarity on short and long term pathways

Sources of evidence CQC request

- ❖ Adult social care strategic plan and delivery report
- ❖ Governance arrangements for delivery of Care Act duties
- ❖ Current Adult social care risk register
- ❖ Strategy for supporting unpaid carers

Additional evidence we provide

- ❖ Isle of Wight Council governance structures
- ❖ Performance management
- ❖ Workforce plan
- ❖ Unpaid carers wellbeing toolkit

Areas for development

- Focus delivery of small, high impact changes as priority areas
- Financial challenges, need to invest to support save to support longer term strategic intentions.
- Stakeholders partnerships continued maintenance with the systems and structures in place.

Theme 4 - Leadership

Quality Statement – Learning, improvement and innovation

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.

Learning from people's feedback about their experiences of care and support, and feedback from staff and partners is embedded throughout the local authority's work and it informs strategy, improvement activity and decision making at all levels. Co-production is embedded throughout the local authority's work.

There is an inclusive and positive culture of continuous learning and improvement, and this is shared by all leaders and staff across the organisation and with their partners

Sources of evidence CQC request

- ❖ Learning and improvement plans from serious incidents
- ❖ Learning and improvement plans from serious case reviews
- ❖ Learning and improvement plans from Coroner Regulation 28 Reports
- ❖ Learning and improvement plans from whistle blowing
- ❖ Learning and improvement plans from Ofsted
- ❖ Learning and improvement plans from SEND
- ❖ Learning and improvement plans from Local Government Ombudsmen
- ❖ Co-Production policy or approach
- ❖ Workforce development plan

Additional evidence we provide

- ❖ 'So What' forum
- ❖ Carers strategy and Dementia strategy
- ❖ Learning Management System (LMS) platform
- ❖ Complaints and compliments process, learning from complaints
- ❖ Learning from complaints, compliments and comments

What is working well?

- ✓ Focus on continuous improvement and performance
- ✓ Open to creative solutions for delivering equality of experience, outcome and quality of life for people.
- ✓ We actively contribute to safe, effective practice, and research
- ✓ Strong links with buddy and neighbouring authorities sharing learning, best practice and innovation
- ✓ Monthly, quarterly and yearly reporting of complaints, compliments and comments, discussed and impacting practice (also submitted to committee)

Areas for development

- Front Door Review Project
- Meetings with carers
- Care capacity crisis



**Isle of Wight
Council**