



Make life

easier

Adult Social Care, The Care Act 2014 & The Care Quality Commission

Adult Social Care & Health
Overview and Scrutiny Committee

- *Safeguard adults and protect them from avoidable harm.*
- *Enhance the quality of life for people and delay and reduce the need for care and support.*
- *Ensure that people have a **positive experience** of care and support.*

Safeguarded

Supported

Satisfied

Adult Social Care The Care Act 2014 & Upper Tier Authorities

General responsibilities in the Care Act 2014

- Promoting individual **well-being**.
- **Preventing** needs for care and support.
- Promoting **integration** of care and support with health services and others.
- Providing **information and advice**.
- Promoting **diversity** and **quality** in **provision** of services.
- Co-operating generally.
- Co-operating in specific cases.

Specific aspects of the Care Act 2014

- Needs **Assessment**.
- Supporting **Planning**.
- Service **Provision**.
- Providing **Information & Advice**.
- **Entitlement** to care and support.
- Assessment of **eligibility**.
- **Personalisation**.
- **Financial** Assessment.
- **Deferred Payment** Agreements.
- Adult **Safeguarding**.
- **Carers**.
- **Moving** Areas.
- Provider **Failure**.
- **Transitions**.
- Supporting **prisoners**.
- Capping Costs (not enacted).

The criteria for support

- The **national eligibility** criteria set a **minimum threshold** for adult care and support needs and carer support needs which local authorities must meet.
- Threshold relates to an ***'adult's needs arising from or related to a physical or mental impairment or illness'***.
- The criteria is expressed as **outcomes**.
- All local authorities **must comply** with this national threshold.
- Authorities can also decide to **meet needs** that are **not deemed** to be eligible if they chose to do so.

Eligible outcomes

- Managing and maintaining **nutrition**.
- Maintaining personal **hygiene**.
- Managing **toilet** needs.
- Being appropriately **clothed**.
- Being able to make **use of the home** safely and **maintaining a habitable** home environment.
- Developing and maintaining **family** or other **personal relationships**.
- **Accessing** and **engaging** in **work**, training, education or volunteering.
- Making use of necessary **facilities in the community**.
- Carrying out **caring responsibilities for a child**.

The Mental Capacity Act 2005

- The Act protects the power of vulnerable people **over 16 years** who are **unable** to make some or all decisions themselves.
- Related subjects: Lasting power of attorney, Enduring Power of Attorney, Court of Protection, Deputyships, Independent Mental Capacity Advocate, Deprivation of Liberty of Safeguards (DoLs).
- Five key principles:
 - **Presumption** of capacity.
 - Individuals supported to make their **own decisions**.
 - Right to make **unwise** decisions.
 - Best interest decision making.
 - **Least restrictive** option.

How we support people

- Information & Advice.
- Reablement.
- Managed Accounts (home care, day care, care homes).
- Direct Payments (cash & pre payment cards).
- Social Work service.
- Equipment.

The people we support (all adults)

7,416
No. of Active Service Users

£632
Avg. Weekly Commissioned Cost

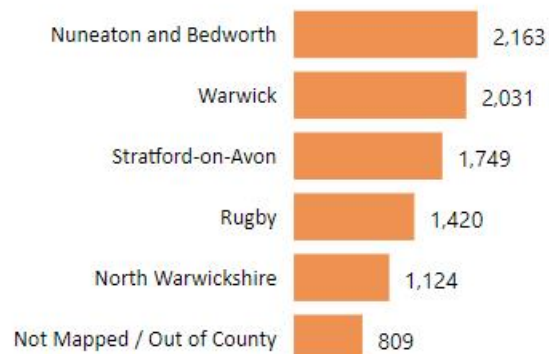
Age Groups

- 0-17 Years
- 18-64 Years
- 65+ Years

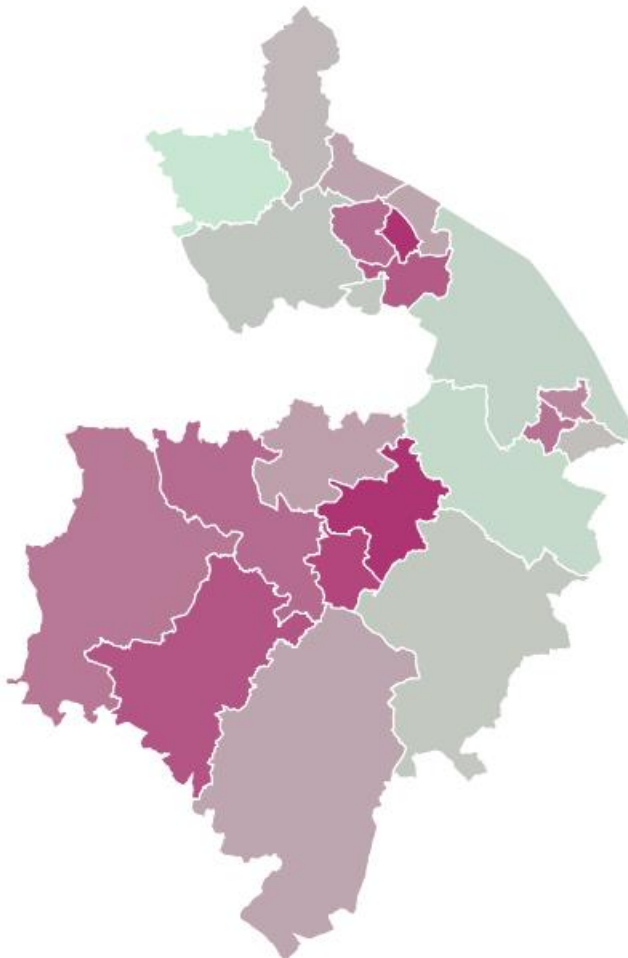
Service Category

- Community Setting
- Residential Setting

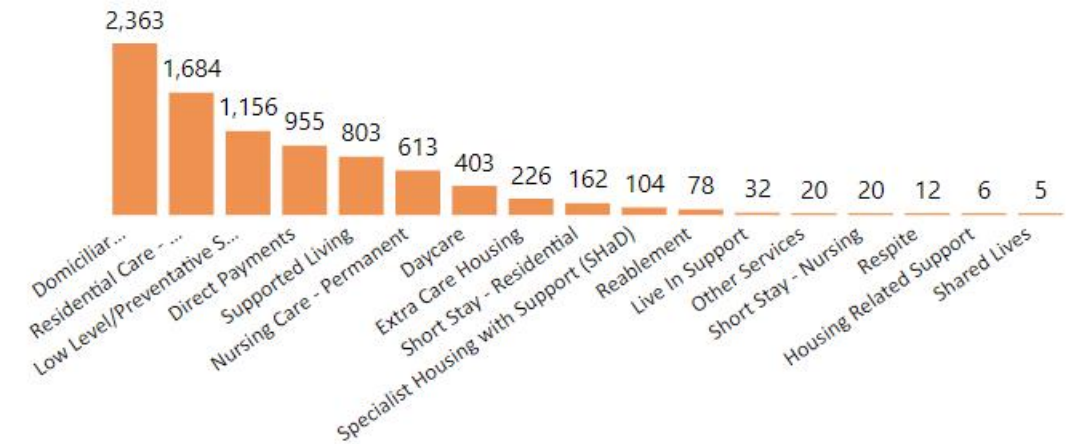
Active Service Users by District



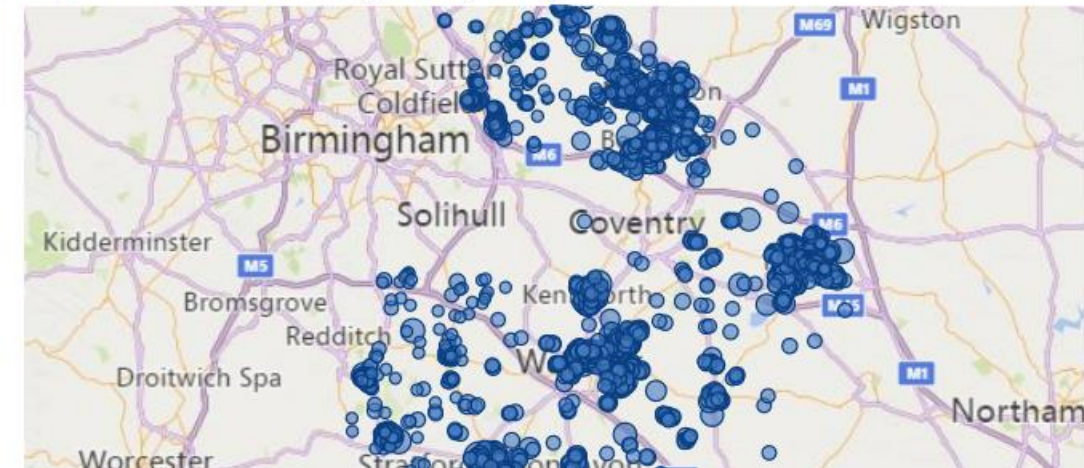
Active Service Users by JSNA Area (darker is higher)



Active Service Users by Service Group and type



Active Service Users and Average Weekly cost by Postcode

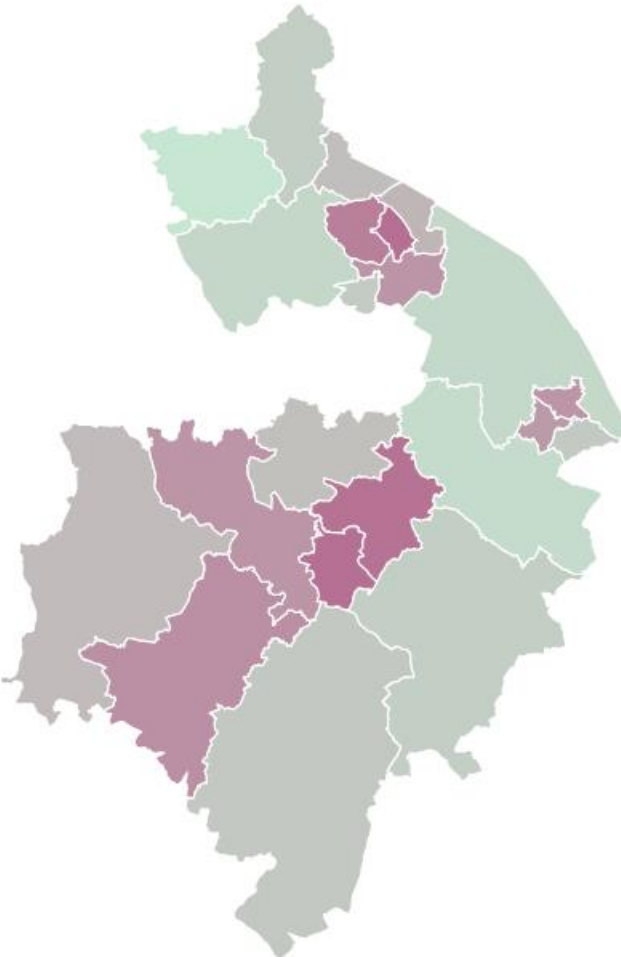


The people we support (adults under 65)

2,377
No. of Active Service Users

£813
Avg. Weekly Commissioned Cost

Active Service Users by JSNA Area (darker is higher)



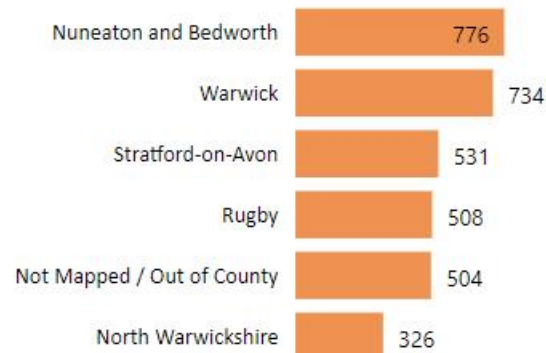
Age Groups

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- 18-64 Years
- 65+ Years

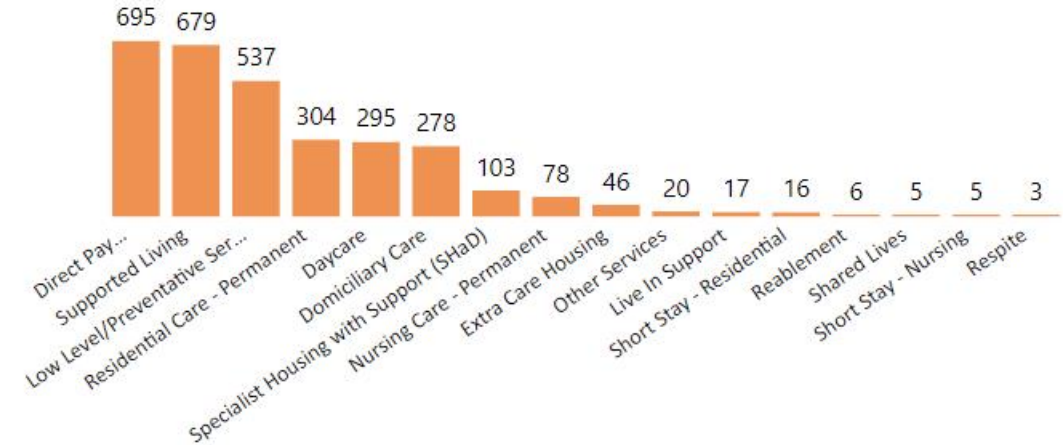
Service Category

- Community Setting
- Residential Setting

Active Service Users by District



Active Service Users by Service Group and type



Active Service Users and Average Weekly cost by Postcode



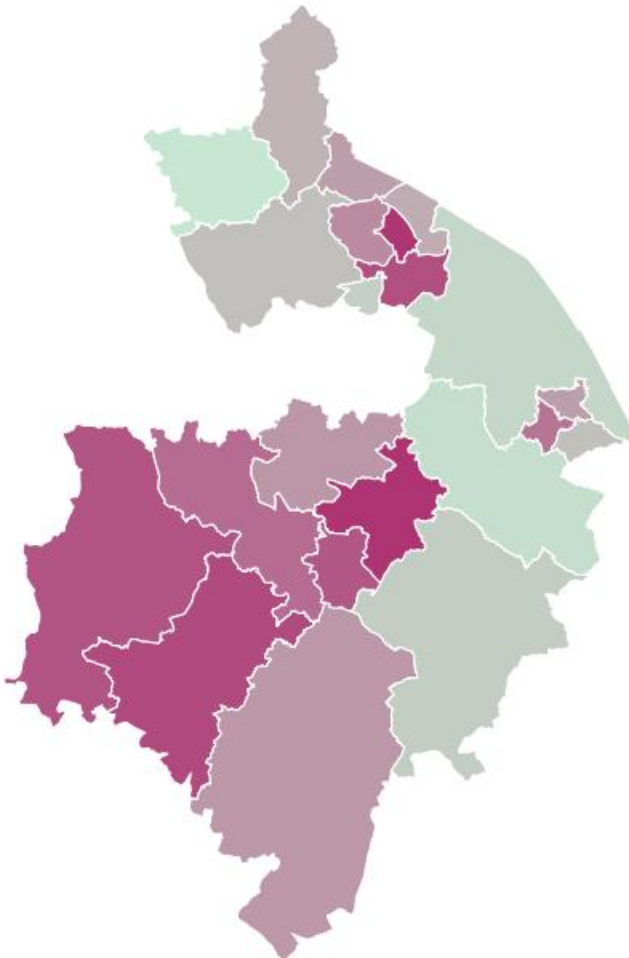
The people we support (adults 65 and over)

5,036
No. of Active Service Users

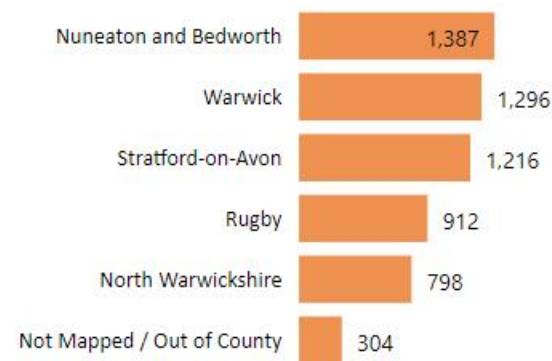
£547
Avg. Weekly Commissioned Cost

- Age Groups
- 0-17 Years
 - 18-64 Years
 - 65+ Years
- Service Category
- Community Setting
 - Residential Setting

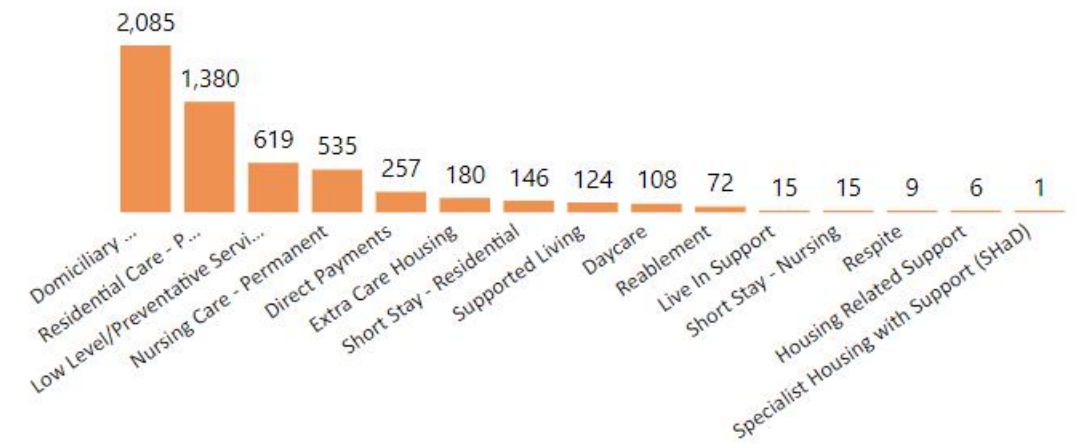
Active Service Users by JSNA Area (darker is higher)



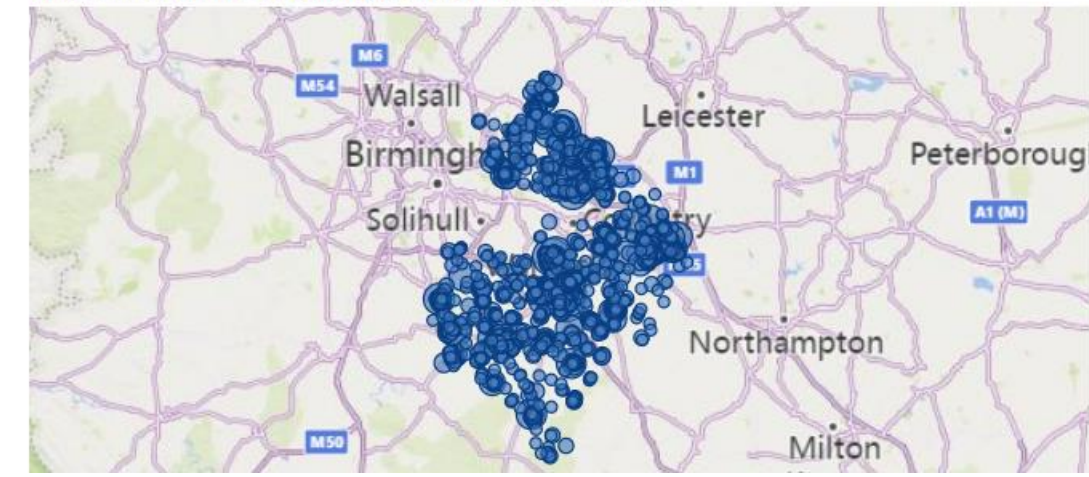
Active Service Users by District



Active Service Users by Service Group and type



Active Service Users and Average Weekly cost by Postcode



Questions

Local Authority Care Quality Commission Assessments

Safeguarded

Supported

Satisfied

Care Quality Commission (CQC) Assessments

- From **April 2023** – two years to do all **152** authorities.
- The framework for this is under development and focuses on the **Care Act 2014 (Part 1)**.
- CQC is describing an **'always on'** approach to the provision of **data** with shorter, more focussed **visits** onsite, not having to wait for re-inspection.
- Visits will involve meetings with **staff, managers, customers** and **carers** and **partner agencies** + case tracking.

4 assessment themes

Theme 1: Working with people

- **Assessing** needs.
- **Supporting** people to live healthier lives.
- Equity in experiences and **outcomes**.

This theme covers:

- Assessing needs, planning and reviewing care.
- **Arrangements** for direct payments and **charging**.
- Supporting people to live **healthier lives**.
- **Prevention / wellbeing / information** and **advice**.
- Understanding and removing **inequalities** in care and support.
- People's **experiences** and **outcomes** from care.

Theme 2: Providing support

- **Care** provision, **integration** and **continuity**.
- **Partnerships** and communities.

This theme covers:

- **Market** shaping.
- **Commissioning**.
- **Workforce** capacity and capability.
- **Integration**.
- **Partnership** working.

Theme 3: How the local authority ensures safety within the system

- Safe **systems, pathways** and **transitions**.
- **Safeguarding**.

This theme covers:

- Section 42 **safeguarding** enquiries.
- **Reviews**.
- Safe **systems**.
- **Continuity** of care.

Theme 4: Leadership

- **Governance**, management and sustainability.
- Learning, **improvement** and innovation.

This theme covers:

- Strategic **planning**.
- **Learning**.
- **Improvement**.
- **Innovation**.
- Governance.
- **Management**.
- **Sustainability**.

Evidence categories

- **People's experience** - Surveys, Focus groups with people and case tracking.
- **Feedback from partners** - NHS, Professional regulators, VCS, Healthwatch, Findings from ICS/LA assessment.
- **Feedback from staff and leaders** - Staff surveys, Self assessment.
- **Observation** - Co-production in action, Meeting/Board observation.
- **Processes** - Policies, procedures, strategy, vision and other records.
- **Outcomes and performance data** - National data sets and outcomes data, Workforce data, Population health, equalities and inequalities data, Public Health data.

Pilot assessments

- Birmingham City Council – indicative rating of good.
- Lincolnshire County Council – indicative rating of good.
- North Lincolnshire Council – indicative rating of good.
- Nottingham City Council – indicative rating of requires improvement.
- Suffolk County Council – indicative rating of good.

Themes across all 5 local authorities

- Outcomes for people were **better where there was good partnership working**, including with voluntary and community partners as well as health partners.
- Integrated working around **discharging people from hospital was working** and had improved the flow out of hospitals.
- **Staff tended to stay with a local authority when they felt valued**, had learning and development opportunities, and where there was a positive culture.
- There were **different practices** across the 5 local authorities in how they worked with **young people who are transitioning** from children's services to adult services, so young people's **experiences were varied**.

CQC learning from pilots

- **Simplifying the information return** – they use this to collect the evidence that they need to understand how a local authority is delivering its adult social care functions.
- **Reviewing the case tracking process** to make this more efficient when looking at how individual people access and receive care through a local authority.
- Further developing how they **engage with the public** through community and voluntary groups.

What we need to be able to do

- **Be able to tell our story** – our strengths, areas for development and what we are doing about them.
- We need to **have evidence** for this.
- **Identify gaps** in knowledge and fill these.
- Strengthen the **right culture** – make this what we do and do it in the right way.
- Ensure staff, managers, elected members understand and are **prepared** (not scripted).

CQC next steps

- **Implementing learning** into formal assessments of all remaining **147** local authorities with adult social care responsibilities.
- Next phase will start from **December 2023**, pending government approval.
- **Writing to local authorities** to notify them that they will be assessed. The period between receiving notification of assessment to the on-site interviews will be approximately **9 to 11 weeks**.
- Will be starting to issue the first notifications and information returns from **early December**.

How we're preparing

- There is a **project** in place.
- We are **helping CQC** develop their approach.
- We are linked to the **regional Association of Directors of Adult Social Services (ADASS)** group.
- Operational staff/manager **workshops** undertaken and planned.
- Customer/Care **engagement** being planned.
- **ADASS Readiness Review** (December 2023) .

Readiness review

- West Midlands Association of Directors of Social Services (ADASS) offer of support with a site visit.
- We asked the Readiness Review Team to look at **three aspects of our preparation** for CQC assurance, these were
 - **Our general approach** to CQC preparation being that we see it as business-as-usual activity and to focus on frontline practise.
 - **Our narrative**, was it doing what it needed to do?
 - From a **performance** perspective, were we on the right tracks?

The review teams feedback

- **Impressed** with our frontline staff and the conversations that they.
- Our **strength-based practise shined through** as well as people's desire to improve the lives of those who we support.
- People that they spoke to were **positive about working for Warwickshire.**
- They felt that our 'relaxed' / **business as usual approach** to CQC preparation may **not be enabling** us to show Warwickshire in its **best light.**
- The written **narrative didn't sell Warwickshire** as well as it could & should.
- They **didn't hear of a golden thread** across all the work that we do.
- Our **performance is good or very good** in most areas, but we may want to consider our approach to **Deprivation of Liberties (DoLs).**

Our next steps

- Take the **learning** from the Readiness Review to enable us to better demonstrate what we're achieving and how.
- Continue our **preparation** and readiness.
 - **Engaging** with stakeholders.
 - Focus on our **narrative**, written and verbal.
 - Focus on continual **innovation & improvement**.
 - Specifically consider our approach in relation to **DoLs**.
 - Being more '**celebratory**' about the outcomes we achieve and how we work.
- ...being mindful that we could be in the **next**, or the **last** assurance visit cohort...

Questions