

Health and Adult Social Care Scrutiny Committee

15 February 2024

Care Quality Commission Pilot Care Act Assessment

1. Background

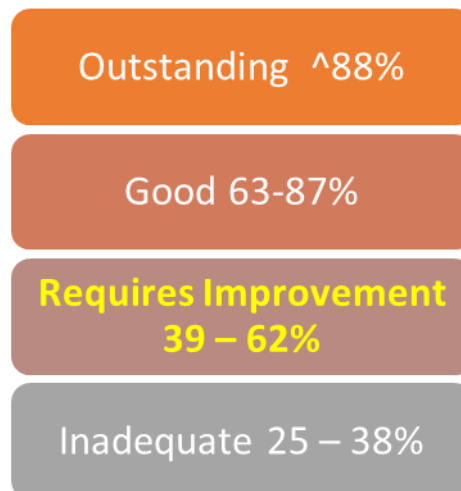
1.1 The Care Quality Commission (CQC) was given a new responsibility under the Care Act 2022 to assess how Local Authorities are meeting their duties under Part 1 of the Care Act 2014. The Council volunteered to participate in a CQC pilot assessment over the summer of 2023, along with four other Local Authorities.

1.2 The Council's CQC Report and Rating was published on 17 November 2023. The CQC set out that the Council needed to **make improvements** to ensure that people have access to a good standard of adult social care and support. The purpose of this report is to share the findings of the CQC's report and review the next steps.

2. Outcomes

2.1 The CQC looked at nine areas to assess how well the Council is meeting its responsibilities, in order to create the indicative '**Requires Improvement**' rating. The Council's overall score was **59%**, falling within the banding range of 39-62%.

3. CQC Scoring



3.1 CQC has given each of the nine areas an indicative scoring out of four, with one being that evidence shows significant shortfalls and four showing an exceptional standard.

Quality Statement	Indicative Score	Percentage	
How the Local Authority works with people	2	60%	Requires Improvement
Supporting people to lead healthier lives	2	60%	Requires Improvement
Equity in experience and outcomes	2	57%	Requires Improvement
Providing support (care provision, integration and continuity)	3	70%	Good
Partnership and communities	2	57%	Requires Improvement
How the Local Authority ensures safety in the system	2	57%	Requires Improvement
Safeguarding	3	69%	Good
Leadership	2	57%	Requires Improvement
Learning, improvement and innovation	3	75%	Good

4. Next Steps

4.1 Following the CQC assessment activity, the next steps are to:

- review the existing Self-Assessment Action Plan submitted as part of the CQC Information Return against the areas identified as requiring improvement in the CQC Assessment Report;
- identify any gaps and areas to strengthen in the Action Plan; and
- review and ratify the CQC Assessment Action Plan and timescales with the lead officers and produce a final Action Plan.