

CQC Local Authority Assessment Pilot Report Publication

Briefing



Nottingham

City Council

CQC Pilot Assessment



New duty in the Care Act 2022 for CQC to independently review and assess how Local Authorities are delivering their Care Act functions



Pilot Inspections of Nottingham, Lincolnshire, Birmingham, Suffolk and North Lincolnshire were completed over the summer of 2023.



CQC will be incorporating any learning from the pilots and evaluation into the formal assessment approach.



Full programme to be launched in the Autumn of 2023

Key Lines of Enquiry (Focus on Themes 1 & 2)



Nottingham City Council Indicative Rating

“Requires
Improvement”

Overall Score 59%

Evidence shows
“some shortfalls”

CQC Scoring System

Outstanding [^]88%

Good 63-87%

Requires Improvement
39 – 62%

Inadequate 25 – 38%



No Surprises...

Our Self Assessment was an accurate portrayal of our strengths, challenges and transformation journey

The CQC report demonstrates our Self Awareness

Of course we need to improve, that is our Transformation journey

Summary of Strengths

'Staff are committed and passionate to providing the best care & support for people in Nottingham'

'Support for staff training, development & career progression was positive'

'Work underway to reduce Waiting List'

'Senior Staff reported to be accessible and visible'

Effective support through Supported Living, Reablement and Hospital Discharge

Positive examples of prevention and promoting independence through day services, assistive technology and staff practice

Transformation of Commissioning

Areas for Development

Some teams feeling pressure of high caseloads and waiting lists

Systems and pathways between some teams and partners

Accessible information

Sourcing 'suitable accommodation' causing caseload delays

Support for our diverse population requires further work

Co production & Participation

Strategic relationships with Health

Use of Advocacy, especially Carers

CQC acknowledge:

We are in a period of transition and transformation;

Senior Staff demonstrate awareness of areas requiring improvement;

Evidence of good plans and progress;

Work still to do.

Summary of People's Experience

'Overall positive feedback about front line colleagues approach'

Delays in contacting and assessment by ASC

'Flexibility in how colleagues devised Care and Support to citizens'

Gaps in accessible information

Positive feedback from the Customer Survey '22 about Reablement & Day Services

Theme 1: How we work with people

Assessing Needs; Requires Improvement 60%

'People gave positive feedback about relationships responsiveness of front line staff'

'Care records showed a coordinated approach and good risk overview'

Positive feedback from staff about applying a Strengths based approach

Delays at NHCP but a positive triage system of prioritisation

Team 'silo' working affecting positive citizen outcomes

Delays in Assessments, but waiting lists reducing, and no hospital delays

Theme 1: How we work with people

Supporting people to live healthier lives;
Requires Improvement 60%

Success of Supported Living and Day Services in promoting independence

Positive Reablement and Pathways services

Imosphere improving choice and control

Low Advocacy referral rates

Housing shortage & resources to support complex needs

Theme 1: How we work with people Equity in Experience & Outcomes; Requires Improvement 57%

Creative use of
Direct Payments

SMD Social Worker
& Changing Futures
a positive

Need to develop
engagement with
Carers from diverse
communities

Improve
Accessibility
Barriers for our
diverse population

Digital Poverty
Impact on
accessibility

Strengthen Cultural
Competence in
workforce

Theme 2: Providing Support

Care Provision, integration and continuity;
Good 70%

Reduction in
Homecare waits

Mental Health
reablement

Prevention focus

Supported Living

Brokerage

Development of
Care Market

Theme 2: Providing Support Partnerships and Communities; Requires Improvement 57%

Timely & safe
hospital discharges

Participation &
Engagement Strategy

QUIF meetings

Issue with Access to
Secondary Mental
Health

Strengthen Links
with Voluntary
sector

Health Strategic links
require development

Theme 3: How the LA ensures safety within the system

Safe pathways, systems and transitions;
Requires Improvement 57%

WLD Transition
period could be
extended

Criteria for access to
ASC 'Specialist'
Teams

NHCP transfer to
Customer First

Nottingham 'On Call'

Development of
Specialist Lead Roles
addressing skills &
knowledge gaps

Contracts team
Quality Monitoring
Framework

Theme 3: How the LA ensures safety within the system;
Safeguarding;
Good 69%

Passionate
approach to
Safeguarding
despite complexity

New Safeguarding
Policy & Procedure

Positive
partnership
feedback

Positive feedback
re Training

Hoarding Panel

Triage and
oversight of DoLS
Waiting List

Theme 4: Leadership Governance, Management & Sustainability; Requires Improvement 57%

Better Lives, Better
Outcomes
Preventative
approach

Good line
management support
& visible, experienced
Senior leadership

Workforce and
Organisational
Development Strategy

Committed,
passionate staff

OT Apprenticeship

Theme 4: Leadership Governance, Management & Sustainability; Requires Improvement 57%

Co-production
and participation

Appropriate
accommodation

Some low morale

Complaints
theme – Delays

Customer First
Transformation

Housing demand
and hotel
accommodation

Theme 4: Leadership

Learning, improvement and innovation; Good 75%

ASC Training &
Development Plan

Enthusiastic
involvement of
PSWs and T&D team
in Transformation

Extensive knowledge
base in frontline
teams

Support for NQSWs
is *“excellent”*

New mobile
phones!!!!

Co-production and
feedback in its
infancy

Time constraints
biggest challenge for
training &
development

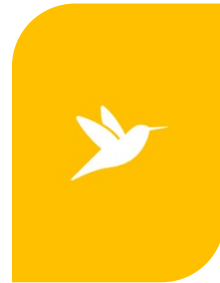
Next Steps



**PUBLICATION OF
REPORT**



**COMMS
STRATEGY**



**SHARE WITH
TEAMS AND
PARTNERS**



**GOVERNANCE
PROCESSES**



**REVIEW OF EXISTING
ACTION PLANS –
IDENTIFY GAPS**