

Report to the Health and Adult Social Care Scrutiny Committee

24 October 2024

Item Name: Care Quality Commission Pilot Assessment Report and Rating

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1. Purpose

This report responds to the Scrutiny Committee's request for a review of how the Council is addressing housing and accommodation needs for adults requiring social care. The report specifically references the Care Quality Commission's (CQC's) pilot Care Act Assessment findings and outlines the Council's joint working initiatives between Adult Social Care (ASC) Services, Housing Services and the wider Growth and City Development directorate.

2. Background and Context

The CQC conducted a pilot Care Act Assessment of the Council's ASC services in May 2023, publishing the findings in November 2023. This assessment identified several challenges related to housing and accommodation for individuals with complex needs.

Key Findings from the CQC Assessment:

- **Housing Shortages Impacting Care Delivery:** A shortage of appropriate housing for people with complex needs was identified, which delayed care transitions and increased risks for vulnerable individuals: "A shortage of housing, particularly for people with complex needs, was a recurring issue affecting staff's ability to move cases forward effectively. This shortage delays care transitions and increases risks for vulnerable individuals."
- **Over-reliance on Residential Care:** Due to limited supported housing options, there was an overuse of residential care for younger adults with complex needs: "The issues around housing could also lead to the over-use of residential care, particularly for younger adults." Due to limited supported housing options, there was an over-reliance on residential care for younger adults with complex needs.
- **Fragmented System Pathways:** The CQC highlighted a lack of coordination between health, social care and housing services, particularly regarding transitions from hospital care to housing: "Staff identified the lack of coordination between health, social care and housing services as a barrier to smoothly transitioning individuals from hospital to appropriate housing. This fragmentation leads to delays in care pathways and causes difficulties in managing cases."

Response to CQC Findings:

In response to the assessment, the Council implemented a comprehensive Action Plan to address these challenges, which was ratified by the Corporate Leadership Team in January 2024. The Action Plan is governed monthly through presentation and review at the ASC Oversight and Assurance meeting, and is structured to reflect the CQC Assessment framework – which comprises nine quality statements across four overall themes:

- a) Working with people
- b) Providing support
- c) How the Local Authority ensures safety within the system
- d) Leadership

The Action Plan's key actions include expanding supported housing options, developing a new Extra Care framework and creating a multi-disciplinary panel to improve coordination across services.

3. Actions Undertaken to Date

Action	Lead Officer/Team	Completion Date
Expansion of Supported Living Units by 64 per year	ASC, Housing Services and Developers	Ongoing 2024/25
Creation of a Hospital Discharge Navigator role	ASC	Implemented
Development of an Extra Care Framework	ASC and Procurement	Tender live November 2024
Joint work with NHS England on capital funding bids	Commissioning and Partnerships	Approval pending January 2025
Creation of a multi-disciplinary panel for care pathway improvements	ASC and Housing Services	Implemented
Implementation of the Housing to Health initiative	ASC and Housing Services	Ongoing
Grant-funded Social Worker dedicated to at-risk individuals	ASC and Housing Services	Ongoing 24/25

Review of Independent Living provision	Housing Services	Ongoing 2024/25

These actions aim to increase supported living capacity, improve care transitions and enhance coordination between departments. The ongoing work on supported living and the Shared Lives schemes is crucial in addressing the gaps identified by the CQC.

4. Risks and Mitigations

Risk	Mitigation
Housing Shortages: delays in care delivery due to insufficient housing options	Expanding supported living capacity and implementing the new Extra Care framework to ensure housing stock meets demand.
Over-reliance on Residential Care: continued use of residential care due to lack of alternative housing	Recommissioning Extra Care services and expanding supported living options to offer cost-effective, person-centred alternatives.
Fragmented Care Pathways: delays and confusion due to poor coordination between services	The new Housing and Care Pathway will streamline processes, improve communication and reduce delays in care transitions.

5. Next Steps

The Council has several ongoing initiatives to ensure continuous improvement in meeting housing and accommodation needs for ASC clients:

Next Step	Lead Officer/Team	Timeline
Finalise the All-Age Accommodation Strategy	Strategy Development	Winter 2024/25
Implement a new Extra Care Framework	Procurement and ASC	May 2025

Conduct an options appraisal for Independent Living schemes	Housing Services	2025/26
Collaborate with the Local Government Association on a joint housing and care pathway	Commissioning and Partnerships	Proposal due November 2024
Monitor and align ASC's CQC Action Plan with the broader Housing Strategy	ASC Strategy	Ongoing

These steps will expand housing options, improve care pathways and foster a more coordinated and person-centred approach to care, directly addressing the concerns raised by the CQC.

6. Conclusion

Through joint work and collaboration, the Council is taking significant steps to address the housing and accommodation needs of adults who require social care. By expanding supported living options, enhancing Extra Care services and improving coordination across departments, the Council is reducing reliance on residential care and promoting independence. These ongoing improvements, including the All-Age Accommodation Strategy, ensure that Nottingham's housing solutions are responsive to the needs of its most vulnerable residents, aligning with the recommendations of the CQC.