



**Adults and Communities Overview and
Scrutiny Committee: 6 June 2022**

**Social Care Reform Programme and
update on the Care Quality
Commission Local Authority
Assurance Process**

**Jon Wilson, Director of Adults and
Communities**



Purpose of this presentation

- Update the Committee on the Social Care Reform Programme;
- Seek comment on our Social Care Reform work programme, its governance and work to date;
- Provide the Committee with a more detailed look at one of the key areas of the reforms - *the proposed Assurance by the Care Quality Commission of Local Authority Adult Social Care Provision.*

Social Care Reform

There has been a number of recent Government White Papers that set out a 10 year vision to transform social care across the country. Broadly speaking the Government proposals can be summarised as follows:

- **Charging reform**
 - Introduction of a cap on personal care costs;
 - Provide financial assistance to those without substantial assets;
 - Ensure that self-funders can ask their Local Authority to arrange their care for them.
- **Social care system reform, particularly**
 - The social care workforce;
 - Accommodation;
 - Technology and digital;
 - Carer Support;
 - Care navigation and prevention.
- **Health and Care Act**
 - Improve the integration of health and social care systems;
 - Introduce Assurance of Adult Social Care.
- **Integration White Paper**
 - Strengthen the health and care services in places that feel familiar to the people living in them
 - Expectation for a single person to be accountable at place level, across health and social care

Leicestershire's Social Care Reform Programme

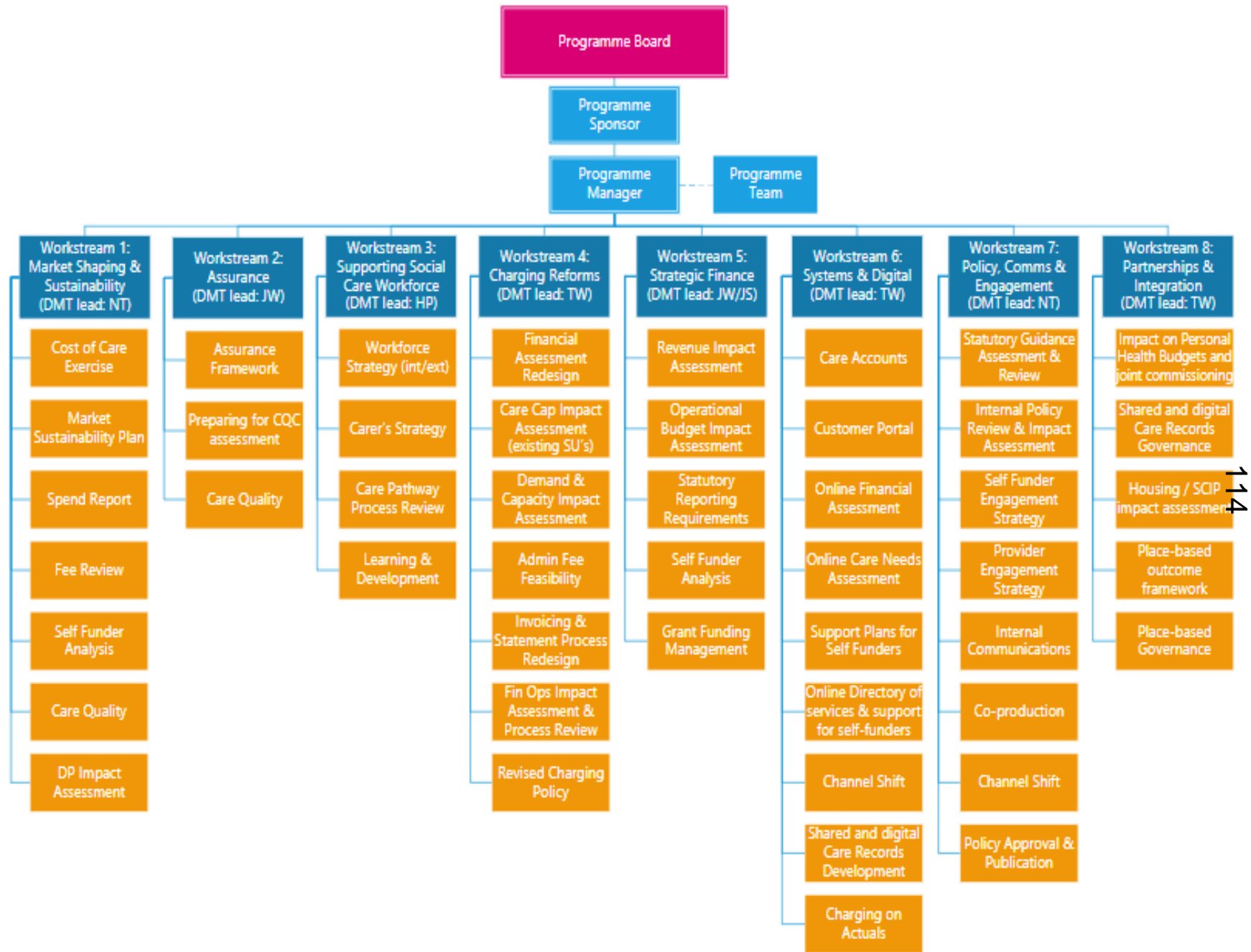
- The Departmental programme has been established to implement the requirements summarised previously.
- The programme of work is complex and challenging, within tight timescales set out by central government.
- The programme aims to achieve the following outcomes:
 - Implements the required reforms to policy, practice and process by the required timeframes set out by the Department of Health and Social Care;
 - Ensure sustainability of the Council finances;
 - Improve Outcomes for people who draw on our services and carers.

Programme objectives

Over-arching objectives for the Social Care Reform Programme are:

- Ensure a robust plan is in place to deliver required reforms, including sufficient resource to implement and embed change.
- Mitigate against financial, reputational and legal risks to the County Council by delivering required Social Care Reforms by dates set out by the Department of Health and Social Care.
- Costs of implementing the Social Care Reforms are understood at an early stage, to support budget development and management, and to bid for any additional funding that may be available.
- Supporting processes are streamlined and digitised where possible to reduce the burden of additional demands on staff and budgets within both the department and the wider organisation.
- Outcomes being met in line with both national policy and individual need for those in receipt of social care.

Governance and key deliverables



Progress So Far

- Programme governance is in place and Board meetings take place monthly;
- Programme Manager has been appointed to coordinate the workstreams;
- Programme risk register has been produced to manage and start to mitigate risk;
- Each of the programme workstreams have met to agree their terms of reference, their key deliverables, and the timescales for achieving them;
- A Communications plan is being developed to keep all key stakeholders informed of the planned changes and our progress in meeting them;
- The full resource requirements for delivering the programme is being collated so we can ensure that we have sufficient capacity to deliver this challenging work programme over the next 18 months.

Focus on the Care Quality Commission Assurance Proposals for Adult Social Care

- Health and Care Act – introduces a new legal duty for Care Quality Commission to review and make an assessment of the performance of local authorities in discharging their regulated care functions under the Care Act 2014.
- The exact functions in scope for review will be set out in the secondary legislation.
- Care Quality Commission will be required to publish quality indicators determined by them and approved by Government.
- Care Quality Commission methodology for assessing and evaluating local authorities, including frequency by which it undertakes reviews which it must set out in a statement approved by the Secretary of State.

Assurance of ASC

- CQC will determine if good performance results in less frequent inspections
- If CQC considers that LA is failing to discharge any of its adult social care service functions to an acceptable standard, government will be informed. CQC will be able to recommend special measures
- If failings are not substantial it may choose to give notice to the LA, the actions CQC thinks should be taken. CQC must notify govt
- Intervention could include peer support, improvement panels or direct commissioner appointment

Key themes covered by the Assurance Process

1. **Working with people** – to assess needs, provide support , wellbeing , choice and control.
2. **Provide Support** - including markets, commissioning, integration and partnership working.
3. **Ensuring safety** – safeguarding, systems continuity of care – focussing on areas of risk, i.e. moving between health and social care or transitions between adults and children.
4. **Leadership** – capable, compassionate leaders , learning opportunities, improvements and innovation.

Each theme will include ‘I’ statements, choice, control and personalisation will be threaded through the entire framework and approach plus ‘we’ statements.


Other standards might include examples such as ‘professional standards for social work’.

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Care Quality Commission's initial proposals for the process

The following slides are taken from a presentation made by the Care Quality Commission which provides detail on the proposals for the Assurance process.

They set out how they propose to gather evidence and the type of intelligence they will be looking for under each of the four themes of enquiry.

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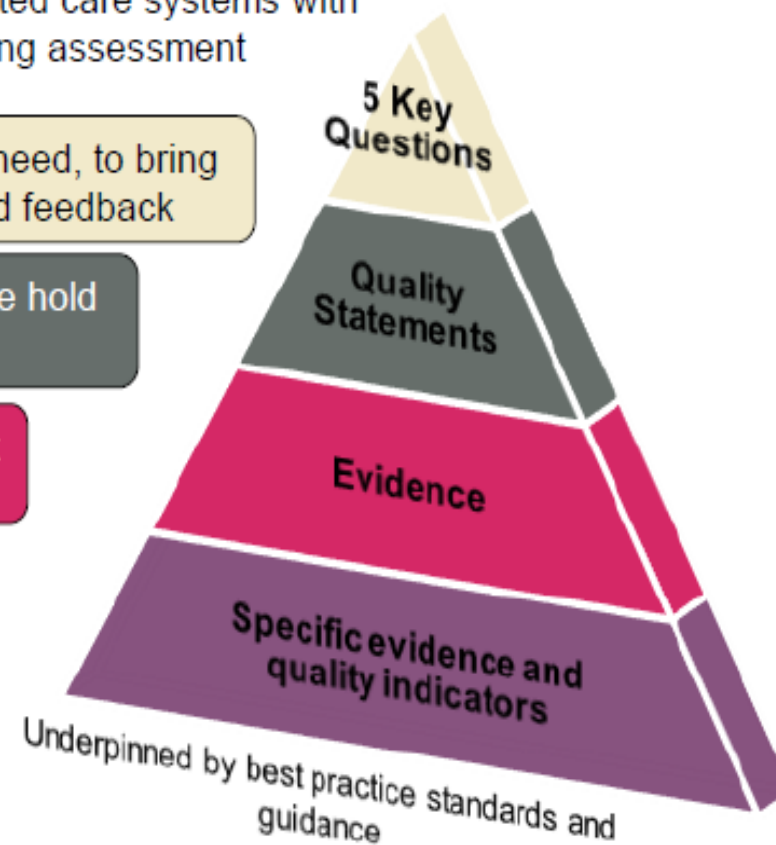
Our framework will assess providers, local authorities and integrated care systems with a consistent set of key themes, from registration through to ongoing assessment

Aligned with “I” statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as “We” statements; the standards against which we hold providers, LAs and ICSs to account

People’s experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group



- Early Ministerial interest in a rating
- If asked to rate, we would use the **four rating levels** for the overall rating: outstanding, good, requires improvement, inadequate.
- Each of the **Quality Statements would be scored, 1-4**
- **Evidence categories within the Quality Statements will also be scored, 1-4.** Scores will be aggregated to Quality Statement level. **We currently don't plan to publish this level of detail.**
- The **overall rating and scores for the quality statements will be published alongside a narrative report.**

1. How Local Authorities work with people



This includes: assessing needs (including unpaid carers), supporting people to live healthier lives, prevention, well-being, information and advice

- **Assessing needs** - 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.*
- **Supporting people to live healthier lives** - We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives, and where possible reduce their 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.*

1. How Local Authorities work with people

Quality statement – Assessing need

<p>People's experience</p> <ul style="list-style-type: none"> • Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc) • Carers Groups (unpaid carers) • Compliments/complaints and feedback • Feedback from user and carer surveys • Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch) 	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Other local authority departments • Principal Social Worker • Director of Adult Services / Children's Services • Chief Executive 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, GPs • Health & Well-Being Board • Partnership Boards • • Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing
<p>Processes</p> <ul style="list-style-type: none"> • Joint Strategic Needs Assessment • Training for assessors including specialist assessors and assessment teams • Assessment and eligibility policy and process • Financial Assessment and Charging Policy • Better Care Fund Plan • Health and Wellbeing plan • Carers' Strategy • LA Audits 	<p>Outcomes</p> <ul style="list-style-type: none"> • Adult Social Care Outcomes Framework • Data and evidence from professional regulators e.g. NHSE/I, Health Education England • CQC held data • Self assessment • Skills for Care • Annual Survey of Adult Carers in England (SACE) <p>Eg:</p> <ul style="list-style-type: none"> • Per 1000 population over 65 years, how many have LA funded care • > Social worker caseloads (number of people receiving support from registered social workers) • Waiting time for assessment for (i) adults with care needs, (ii) unpaid carers • % of assessments meeting eligibility criteria for (i) adults with care needs, (ii) unpaid carers • No of assessments relative to demographics of local population (looking at equality of access) • Assessments and Reviews (quantitative) – numbers overdue; timeliness of assessment completion; • Assessments and reviews: number of unallocated people; size of caseloads • Number of needs assessments undertaken, number of agreement and refusals. • Number of urgent needs requests. NHS England, annual Survey of Adult Carers in England (SACE) 	

1. How Local Authorities work with people

Quality statement – Supporting people to live healthier lives

<p>People's experience Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc) Carers Groups (unpaid carers) Compliments/complaints and feedback Feedback from user and carer surveys Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)</p>	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Principal Social Worker • Director of Adult Services / Children's Services • Chief Executive 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards • •Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing
<p>Processes</p> <ul style="list-style-type: none"> • Prevention Strategy • Charging Policy for Prevention Services • Information and Advice Plan • Better Care Fund Plan 	<p>Outcomes</p> <ul style="list-style-type: none"> • % spend on primary, secondary and tertiary prevention measures (NHSE/I yearly prevention spend); • Quality of preventative services • Person-centred outcomes : % people adopting healthier lifestyles, involved in prevention activity • Demographics and inequalities data over 5 years • Numbers of elders in reablement from hosp and still at home 91 days later • % of people leaving hospital who return to their ordinary place of residence • Rate of perm admissions into care homes (ASCOF) • % spend on third sector / grants. Range of preventative services provided by VCOs – strategy documents and engagements with providers. • Aids and Adaptations – Care and Repair services, Vitaline • Any LA data on levels of use of info & advice services • Waiting times for Care & Repair services (home repairs and adaptations) 	

2. How Local Authorities provide support



This includes: market shaping, commissioning, workforce equality, integration and partnership working

- **Care Provision, integration and continuity** - We understand the diverse health and care needs of people and 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.*
- **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.*
- **Workforce equality, diversity and inclusion** - We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for people who work for us.

2. How Local Authorities provide support Quality statement – Partnerships and communities



<p>People's experience</p> <p>Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc)</p> <p>Carers Groups (unpaid carers)</p> <p>Compliments/complaints and feedback</p> <p>Feedback from user and carer surveys</p> <p>Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)</p>	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Other local authority departments • Principal Social Worker • Director of Adult Services / Children's Services • Chief Executive 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards • • Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing
<p>Processes</p> <ul style="list-style-type: none"> • Information Sharing Agreements with partner agencies • Local strategy for Better Care Plan • Local Health and Wellbeing plan • Sustainability and Transformation Plans • Joint Commissioning Strategies • Transition protocols • Continuing Health Care protocols • Governance arrangements for pooled budgets • Evaluation of impact and outcomes from integrated services 	<p>Outcomes</p> <ul style="list-style-type: none"> • Delayed Transfers of Care: numbers and cost to LA • % budget allocation on pooled budgets / partnerships • Spend on Better Care Fund 	

2. How Local Authorities provide support

Quality statement – Workforce equality, diversity and inclusion

<p>People's experience</p> <p>Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc)</p> <p>Carers Groups (unpaid carers)</p> <p>Compliments/complaints and feedback</p> <p>Feedback from user and carer surveys</p> <p>Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)</p>	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Other local authority departments • Principal Social Worker • Director of Adult Services / Children's Services • Chief Executive 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards • Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing • Training providers - accessibility of training for all.
<p>Processes</p> <ul style="list-style-type: none"> • LA Workforce Strategy (development and well-being) • Staff development/training/qualification records (Values, leadership, equality and human rights, duty of candour, GDPR). • Occupational Health arrangements/offer • Whistle-blowing processes and Speak Up • Capacity and contingency planning • Equality, diversity and inclusion policies; equality impact assessments • Staff training programmes • Employment contracts: terms and conditions • Contract monitoring arrangements for commissioned services • Job descriptions, recruitment processes, appraisal system • Staff recruitment/employment records/DBS check/ fit and proper persons test • Staff support, supervision qualifications and disciplinary records 	<p>Outcomes</p> <ul style="list-style-type: none"> • Staff absence levels across staff groups (Capacity Tracker) • Workforce Race Equality Standards (WRES) data • Care certificate • SfC workforce data (vacancies, turnover, ethnicity, demographics of workforce - sector wide and council specific) • Gender pay gap • No of Registered Providers are without a permanent RM across the LA • Use of agency staff and spend and duration 	

3. How Local Authorities ensure safety within the system



This includes: safeguarding, safe systems and continuity of care

- **Safe systems, pathways and transitions** - 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.*
- **Safeguarding** - We work with people to understand what being safe means to them and work with them as well as our partners on 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, and we make sure we share concerns quickly and appropriately.
 - ✓ *I feel safe and am supported to understand and manage any risks.*

3. How Local Authorities ensure safety within the system

Quality Statement: Safe systems, pathways and transitions



<p>People's experience</p> <p>Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc)</p> <p>Carers Groups (unpaid carers)</p> <p>Compliments/complaints and feedback</p> <p>Feedback from user and carer surveys</p> <p>Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)</p>	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Other local authority departments • Principal Social Worker • Director of Adult Services / Children's Services • Chief Executive 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards • Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing
<p>Processes</p> <ul style="list-style-type: none"> • Risk management plans • Prioritising of high-risk cases • MARAC processes • Referral pathways to other professionals/services • Correspondence/contact with other professionals/services • Information sharing protocols • Pathway design, evaluation, reviews 	<p>Outcomes</p> <ul style="list-style-type: none"> • ASCOF data - satisfaction surveys • CQC held data • Delayed transfers of care data (quant) / urgent emergency care data • Access data (quant) • People whose care is not in place on the day they move LA areas • Waiting times for services / support arrangements 	

3. How Local Authorities ensure safety within the system

Quality statement – Safeguarding



<p>People's experience</p> <p>Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc)</p> <p>Carers Groups (unpaid carers)</p> <p>Compliments/complaints and feedback</p> <p>Feedback from user and carer surveys</p> <p>Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)</p>	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Other local authority departments • Principal Social Worker and Safeguarding Leads • Director of Adult Services / Children's Services • Chief Executive • LADO/Designated Safeguarding Officer) • Safeguarding Adults Board chair 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards • • Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing • Safeguarding Adults Board (SAB) members
<p>Processes</p> <ul style="list-style-type: none"> • Staff Training: Safeguarding, mental health, closed cultures, LPS/DoLS, EDHR • Local safeguarding plans, policies and procedures, including interagency policies • Safeguarding Adults Review process, Annual Plan and Annual Report; learning from reviews • Incident reports relating to safeguarding, SAB minutes • Staff training levels achieved • Record Keeping: S42 reviews, Court of Protection Orders, MCA • Information Sharing protocols • Monitoring of high-risk cases • MARAC • SUI / Serious Case Reviews – numbers and issues • Risk management and Safety audit / governance processes and outcomes 	<p>Outcomes</p> <ul style="list-style-type: none"> • No of Safeguarding Adult Reviews and themes • NHSD Safeguarding Adults Collection – data on LA safeguarding concerns/enquiries and on outcomes for the person e.g. whether individual's desired outcomes were considered, and whether they felt those outcomes were achieved • LA data on safeguarding notifications e.g. response time, action, outcome 	

Scope of assessment includes: capable and compassionate leaders, learning, improvement, innovation and governance

Proposed Quality Statements:

- **Governance** - 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.
- **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.
- **Capable, compassionate and inclusive leaders** - We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and, embody the culture and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively and do so with

4. Leadership Quality statement - Governance



<p>People's experience</p> <p>Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc)</p> <p>Carers Groups (unpaid carers)</p> <p>Compliments/complaints and feedback</p> <p>Feedback from user and carer surveys</p> <p>Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)</p>	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Other local authority departments • Principal Social Worker • Director of Adult Services / Children's Services • Chief Executive 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards • Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing
<p>Processes</p> <ul style="list-style-type: none"> • Quality and workforce strategies • Quality Assurance Framework • ToR and recent minutes for quality / performance / workforce assurance sub committees, with associated annual work plans. • Corporate and ASC Risk Registers • Information sharing protocols and data security arrangements • Governance and audit records 	<p>Outcomes</p> <ul style="list-style-type: none"> • QA feedback loop and continuous improvement 	

4. Leadership

Quality statement - Learning, improvement and innovation




<p>People's experience</p> <p>Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc)</p> <p>Carers Groups (unpaid carers)</p> <p>Compliments/complaints and feedback</p> <p>Feedback from user and carer surveys</p> <p>Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)</p>	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Other local authority departments • Principal Social Worker • Director of Adult Services / Children's Services • Chief Executive 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards • Healthwatch, • Provider forums • Third sector partners • Local NHS partners, CCGs • ICB, ICS • LGA Peer Review / Annual conversation • Public Health, Police, Education, Leisure, Housing • Local Government Social Care Ombudsman
<p>Processes</p> <ul style="list-style-type: none"> • Quality Assurance processes and records (internal and independent) • Quality Framework • Records relating to the management of incidents and improvement plans • Learning from complaints and feedback • Arrangements for sharing learning and best practice internally and externally. • Accreditation with external best practice schemes • System incident reporting, investigation, action and shared learning (including LeDeR, whole home / S42 safeguarding reviews, coroners' inquests) 	<p>Outcomes/performance data</p> <ul style="list-style-type: none"> • No of complaints, concerns, whistle-blowing, Duty of Candor events • LGA Annual social work healthcheck • Adult Social Care Outcomes Framework • Self assessment • Annual Survey of Adult Carers in England (SACE) 	

4. Leadership

Quality statement – Capable and compassionate leadership



<p>People's experience</p> <p>Feedback from people who use services and unpaid carers, those close to them and their advocates. Includes existing sources (e.g. CQC Give Feedback On Care) as well as bespoke (focus groups etc)</p> <p>Carers Groups (unpaid carers)</p> <p>Compliments/complaints and feedback</p> <p>Feedback from user and carer surveys</p> <p>Feedback from community groups, representative groups for people (e.g. advocacy, Healthwatch)</p>	<p>Feedback from staff and leaders</p> <ul style="list-style-type: none"> • Self-assessment (annual return) • Interviews and focus groups (ongoing, and consultation as necessary) • Staff surveys • Focus groups/interviews • Councillors, Oversight & Scrutiny Committee • Director of Adult Services / Children's Services • Chief Executive 	<p>Feedback from partners</p> <ul style="list-style-type: none"> • Healthwatch, providers, third sector • Local health partners, Gps • Health & Well-Being Board • Partnership Boards
<p>Processes</p> <ul style="list-style-type: none"> • Staff development/training/qualification records (Values, leadership, equality and human rights, duty of candour, GDPR). • Strategy/Vision document and implementation strategy • Job descriptions, recruitment processes, appraisal system, workforce strategy. • Communications and Engagement plan • Leadership structure 	<p>Outcomes/performance data</p> <ul style="list-style-type: none"> • No of complaints, concerns, whistle-blowing, Duty of Candor events • Workforce equality data (WRES) • Leadership and management vacancy levels • Skills for Care, National Data Set • CQC Held data • Adult Social Care Outcomes Framework • Data and evidence from professional regulators e.g. NHSE/I, Health Education England 	



Our preparations to meet the CQC Assurance requirements

- We are using the information provided by CQC to start to pull together the evidence base for Leicestershire.
- We are also working with our colleagues across the East Midlands to share best practice and look at where we can work collaboratively.
- We hope to have a draft self-assessment against the four themes by the end of September so that we can identify any gaps/areas of development which we can address before any assurance visit is scheduled with us during 2023/2024.

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