



**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**20 JANUARY 2025**

**CARE QUALITY COMMISSION ASSESSMENT OF LOCAL AUTHORITIES**

**REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES**

**Purpose of report**

1. This report provides the Committee with a summary of the latest position and process for the Care Quality Commission (CQC) assessment of the County Council's adult social care service following receipt of the CQC assessment site visit notification on 2 December 2024.

**Policy Framework and Previous Decisions**

2. In March 2024, the Committee requested updates on the self-assessment and delivery of the improvement plan every six months.
3. The Committee received regular updates on the CQC assurance process during 2022, as part of broader reports on the Social Care Reform Programme (on 24 January, 6 June, 5 September, and 7 November 2022), as a standalone report focusing on the assurance Self-Assessment and Improvement Plan on 6 March 2023 and again on 4 March 2024.
4. On 4 November 2024, the Committee received a report summarising the position and process for the CQC assessment following the initial notification of assessment received on 9 September 2024. The report included the updated Self-Assessment and Improvement Plan alongside plans to prepare for the CQC assessment site visit.

**Background**

5. The CQC piloted a programme of assessing councils' adult social care functions in 2023. A roll out of full assessments commenced in December 2023 with the aim of completing initial assessments of all local authorities by the end of December 2025.
6. The CQC notified the County Council of their intention to assess the adult social care service on 9 September 2024 as part of their initial round of local authority assessments.
7. On 2 December 2024, the CQC informed the County Council of their intention to conduct a site visit during the week of 24 February 2025.
8. The CQC will assess and rate councils' performance across four themes: working with people; providing support; ensuring safety; and leadership. It will rate each council against a series of quality statements and publish its findings, also providing

a single word rating using its existing ratings of: Inadequate; Requires Improvement; Good; or Outstanding.

9. The CQC assessment reports and ratings for the councils assessed to date have been published on the CQC's website (see background papers).
10. The November 2024 Scrutiny report provided the Committee with an overview of the CQC's assessment timetable, which is included as Appendix A to this report, for information.

### **CQC Assessment of Leicestershire County Council**

11. The Director of Adults and Communities received the initial notification of the CQC assessment of Leicestershire's adult social care service on 9 September 2024.
12. The documents requested in the Information Return were compiled, checked and submitted to the CQC via their secure portal on 27 September 2024. The Information Return requested documents that provided evidence for each of the 38 evidence items. Approximately 300 documents were submitted.
13. Information about the assessment has been communicated to staff in the Department and key officers and senior leaders across the Council, plus care providers, advocacy and carers service providers.
14. The CQC have conducted a survey of regulated providers in Leicestershire to inform the assessment.
15. The Director of Adults and Communities received a further notification on 2 December 2024, informing that the site visit by the CQC Inspection Team will take place during week commencing 24 February 2025.
16. Detailed planning for the meetings has commenced with the CQC's Planning Team liaising with the Department's Assurance Team. The names and availability of the people and teams the CQC wish to speak with was submitted on 9 December 2024. It is anticipated that the meeting schedule for the site visit will be finalised towards the end of January 2025.
17. A list of 50 anonymous cases was submitted to the CQC on 16 December 2024. From this list the CQC will select 10 cases for their Case Tracking process. Case tracking is used by the CQC to understand a person's experience of adult social care services. Written summaries of the 10 selected cases will be provided to the CQC via their secure portal by 8 January 2025.
18. The Department's senior leaders' presentation to the CQC Inspection Team will take place on 21 January 2025, and will include Director of Adults and Communities, Assistant Directors, Director of Public Health, Principal Social Workers and Principal Occupational Therapist. This presentation will provide the background and context of adult social care in Leicestershire, outline the key strengths and areas of focus for each service area.
19. A communication plan is in place to ensure staff and key Council officers are kept informed to support readiness for the site visit.

20. Support is being provided to ensure staff are prepared for meetings with the CQC Inspection Team. Support includes:
- a) CQC and Care Act Information sessions, led by the Assurance Team, Lead Practitioners and other subject matter experts are taking place during January and February 2025.
  - b) An external organisation, Partners in Care and Health (The Local Government Association and Association of Directors of Adult Social Services are Partners in Care and Health), delivered a Manager CQC Preparation workshop on 10 December 2024, bringing their experience of delivering sessions for other local authorities preparing for assessment.
  - c) Partners in Care and Health will also deliver four workshop sessions targeted at the front-line staff who are likely to meet with the CQC Assessment Team, these will be held on 27 January 2025. Feedback from the sessions will be provided to departmental senior managers on 28 January 2025.
  - d) Partners in Care and Health will also provide a preparation session for the Lead Member for Adults and Communities, Overview and Scrutiny Committee Chair and Health and Wellbeing Board Chair on 28 January 2025.
  - e) Staff briefings and DMT roadshows will also be held during January and February 2025 to deliver key messages to staff.
21. During week commencing 3 March 2025, the Director of Adults and Communities will meet with the CQC's Assessment lead to receive initial high level feedback from the assessment visit.
22. The Director of Adults and Communities will receive a draft report from the CQC to check for factual accuracy prior to publication of the final report and ratings.
23. Following the publication of the CQC's assessment report, recommendations contained within the report will be considered and used to further develop the delivery of adult social care services.

### **Timetable for decisions**

24. The CQC's assessment report findings and feedback will be presented to a future Adult and Communities Overview and Scrutiny Committee.

### **Circulation under the Local Issues Alert Procedure**

25. None.

### **Equality Implications**

26. The self-assessment, attached as Appendix B to this report, includes an assessment of the Council's overall performance around equalities, diversity, and inclusion, with a focus on the Adults and Communities Department. It sets out some key strengths in this area along with some potential areas for development.
27. Any proposed changes to the Council's policies, procedures, functions, and services which may arise from delivery of its Improvement Plan will be subject to an Equality Impact Assessments.

## **Human Rights Implications**

28. There are no human rights implications arising from this report. Any proposed changes to the Council's policies, procedures, functions, and/or services which may arise from delivery of its Assurance improvement plan will be referred immediately to the Council's Legal Services for advice and support regarding human rights implications.

## **Appendices**

Appendix A – CQC Assessment Timeline

Appendix B – Self-Assessment

## **Background papers**

Report to the Adults and Communities Overview and Scrutiny Committee: 6 June 2022 – Update on the Social Care Reform Programme

<https://democracy.leics.gov.uk/ieListDocuments.aspx?MId=6840> – item 12

Report to the Adults and Communities Overview and Scrutiny Committee: 5 September 2022 – Adult Social Care Reform – Market Shaping and Charging Reform

<https://democracy.leics.gov.uk/ieListDocuments.aspx?MId=6841> – item 25

Report to the Adults and Communities Overview and Scrutiny Committee: 7 November 2022 – Progress in Delivering the Social Care Reform Programme

<https://democracy.leics.gov.uk/ieListDocuments.aspx?MId=6842> – item 39

Report to the Adults and Communities Overview and Scrutiny Committee: 6 March 2023  
Adult Social Care Assurance Self-Assessment

<https://democracy.leics.gov.uk/ieListDocuments.aspx?MId=7107> – item 65

Report to the Adults and Communities Overview and Scrutiny Committee: 4 September 2023 – Assurance of Adult Social Care

<https://democracy.leics.gov.uk/ieListDocuments.aspx?MId=7109> – item 29

Report to the Adults and Communities Overview and Scrutiny Committee: 6 March 2024 – Assurance of Adult Social Care

<https://democracy.leics.gov.uk/ieListDocuments.aspx?CId=1040&MId=7107&Ver=4> – item 65

Report to the Adults and Communities Overview and Scrutiny Committee: 4 November 2024 – Assurance of Adult Social Care

<https://democracy.leics.gov.uk/documents/s186111/CQC%20ASSESSMENT%20OF%20LAS.pdf> – item 35

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