



To: Coventry Health and Wellbeing Board

Date: 27th November 2017

**From: Pete Fahy – Director of Adult Services
Ian Bowering (Head of Social Work, Prevention and Health)**

Title: Care Quality Commission (CQC) Local System Review - Update

1 Purpose

This briefing note provides an update to HWBB on progress in preparing for the Review including expectations of HWBB and key timings. (This follows the previous briefing on 4th September 2017).

2 Recommendations

The following recommendations are made to Coventry Health and Well-Being Board:

1. That members take note of the forthcoming CQC Local System Review and its methodology
2. That the Chair of the HWBB takes overall responsibility for approving submission of the System Overview Information Request (SOIR) response in consultation with Cabinet Member for Adult Services and the Director of Adult Services
3. That HWBB members make themselves available, as far as is possible, for attendance at the sessions outlined in the timetable of events along with any requirements for interview as specified by CQC

3 Background

The previous briefing on 4th September advised the Board of the Department of Health (DoH) requesting CQC to undertake a programme of targeted Reviews in local authority areas. These Reviews were to be exercised under the Secretary of State's Section 48 powers. Coventry was selected as one of the first 12 areas to be Reviewed, this selection was made based on performance against 6 measures.

The Review will be wide ranging and take a 'whole system approach'. Each Review undertaken by CQC will focus on how people move between health and social care, including delayed transfers of care, with a particular focus on people over 65 years old.

The Review will seek to answer the following question:

“How well do people move through the health and social care system, with a particular focus on the interface between the two, and what improvements could be made?”

The Review will consider how safe, effective, caring and responsive local services are. It will consider how well led the system is, evaluating the leadership of the system and the extent to

which there is a shared clear vision and credible strategy which is understood across the health and social care interface to deliver high quality care and support. The Review will consider how system partners assure themselves that resources are being used to achieve sustainable high quality care and promoting people's independence.

The Review findings will highlight what is working well and where there are opportunities for improving how the system works for people using services. Findings will be reported to the Board with the expectation that a joint action plan is agreed to progress any recommendations made.

The Review of each area will be a publicly available document and once all 12 Reviews are completed the CQC will publish a national report of their key findings and recommendations.

4. Review co-ordination and ownership

The local authority is co-ordinating the Review and ensuring the input of partners. The primary vehicle for preparing for the review is the local Accident and Emergency Delivery Board which meets weekly and has been involved in ensuring the required preparatory work takes place across the system.

The HWBB is considered to be where the Review, its outcomes and resulting action plan, is owned by the system.

5. Review Methodology

A number of Reviews have already taken place and intelligence gleaned through networks about the precise nature and focus of the Review process has been helpful. A meeting between senior officers representing the local system and the CQC officer leading the Review took place on 8th November where further clarification was provided about the process and key dates. Notwithstanding potential changes, **Appendix 1** provides details. By way of summary, key features of the Review include:

1. The City Council will receive formal notice of the review week commencing 4 December. From this point there will be requirement for a 'key contact' sheet to be returned within one week. Key contacts are those whom the CQC may want to speak to over the course of the review and will be asked to complete a 'relational audit'
2. A 'call for evidence' from CQC will be made at this point from stakeholders
3. The completion of a System Overview Information Request (SOIR) and supporting evidence which will have been submitted by 12th January
4. A "Pre-Review" visit on 19th and 20th December. The two day visit will include visits to local events, resources, focus groups and any other experiences that will inform the process. A briefing for system leaders on the review will be provided by the CQC at the start of this two day period
5. The main period of Review between 22nd January and 26th January when the CQC Review team (comprising up to 10 people) will be based in Coventry and undertake a range of visits, interviews and host focus groups to gain an understanding of how the local system functions
6. "Case tracking" whereby the Review team will examine agency records of a sample of users of local services to form an opinion of how well services operate together to meet need
7. A feedback session to system leaders on the afternoon of 26th January followed by a Health and Well-Being Board summit on 14th March 2018

6. Preparing for the Review to date

In preparation for the Review the following have been completed or is underway:

1. The local Accident and Emergency Delivery Board has been co-ordinating preparatory work so far

2. Work has commenced on drafting an SOIR document in conjunction with NHS partners in advance of the formal notification of the Review and SOIR request being received on 4th December
3. Key stakeholders are being briefed about the Review and their part in this
4. Staff briefing sessions are being planned across the system
5. Provisional interview times are being identified for key individuals that CQC have indicated that they want to see in the course of the review i.e. Chief Officers, Directors and key members.
6. Logistical arrangements for the CQC Review team are being put in place in readiness for the visit to Coventry on 19th and 20th December and the Review proper during week beginning 22nd January
7. HWBB members will have been briefed at a HWBB Development session on 27th November. (Presentation comprises **Appendix 1**)
8. A case sample of 6 people who have experienced NHS and social care services is being identified by partners. A formal request will be made to submit records for examination by the CQC Review team

7. Involvement of HWBB and key dates

The following are key dates extracted from the timetable in **Appendix 1** which make specific reference to HWBB:

1. 19th December, 9.30-11.0 am - Briefing by CQC to system leaders, including Chair of HWBB
2. 12th January – Deadline for SOIR submission which requires “sign-off” by Chair of HWBB
3. 22nd January – System Leader’s Presentation to CQC
4. 24th or 25th January – CQC to interview Chair of HWBB
5. 26th January, 1.0-2.0 pm – Initial Feedback from CQC
6. 14th March, 9.30-12.30 pm – HWBB Summit. CQC findings and recommendations, and system’s response

8. Options and Recommendations

System participation in the Review process is not optional and partners are committed to full engagement.

Recommendations to HWBB are made in section 2 above.

Report Author(s):

Name and Job Title:

Pete Fahy – Director of Adult Services
Ian Bowering (Head of Social Work, Prevention and Health)

Directorate:

People

Telephone and E-mail Contact:

024 7683 3555

Peter.Fahy@coventry.gov.uk

Enquiries should be directed to the above person.

Appendices

Appendix One: Presentation for HWBB Development session