



Coventry City Council

Report

To: Coventry Health and Wellbeing Board

Date: 9 April 2018

From: Pete Fahy – Director of Adult Services

Title: Care Quality Commission (CQC) Local System Review – outcome and action planning

1 Purpose

This report summarises the outcome of the CQC system review and seeks approval of the action plan arising from the identification of areas for improvement by the CQC as a result of the review.

2 Recommendations

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

- a. That HWBB approve the submission of the action plan (appendix one) which addresses the areas identified for improvement in the review grouped into the seven themes agreed at the HWBB summit held on 14 March 2018
- b. That HWBB note that as the action plan is not a standalone piece of work, and complements work already underway across the system, that updates and progress reports will be sought from the relevant existing body but brought to HWBB in a co-ordinated way

3 Background

The previous briefings on 4 September 2017, 27 November 2017 and 5 February 2018 advised the Board of the Department of Health (DH) request for the CQC to undertake a programme of targeted reviews of twelve local authority areas of which Coventry was one and the progress of the Coventry system in preparing for the review.

The CQC require that the review, its outcomes and resulting action plan, is owned and monitored by the Health and Well Being Board

4 The Coventry Review

The Coventry review took place over the period from 4 December 2017 to 14 March 2018. As with other reviews undertaken by the CQC through this programme of reviews a whole system approach was taken focusing on how people move between health and social care, with a focus on people over 65 years of age.

The review was formally completed on 14 March 2018 with a HWBB summit to discuss findings and commence action planning for next steps. The subsequent publishing of the final report on 15 March 2018 which can be found by using the below link:

http://www.cqc.org.uk/sites/default/files/20180313_coventry-local-system-review-report.pdf

5. Summary feedback

In summary, in the course of the review the CQC found that there was a system wide commitment to serving the people of Coventry well and that Coventry was at the beginning of its journey in ensuring all services worked well in a 'joined up way'. However, the review also highlighted some areas where further work is needed to ensure all those responsible for providing health and care services worked effectively together. These areas are described in the Areas for Improvement section of the CQC report.

6. Next Steps

An action plan is now required to be submitted to CQC within 20 days of the summit. For Coventry this submission date is 10 April 2018.

Once submitted there is no current undertaking that the CQC will take a role in monitoring progress against the action plan as this is considered a matter for the HWBB. However in the HWBB summit it was indicated that the Department of Health will require monthly phone calls in order to keep abreast of system progress following the review.

7. The Coventry Action Plan

The Coventry action plan is attached at Appendix One to this report. The action plan contains seven sections which group together the areas for improvement arising from the CQC review. These seven sections were agreed at the summit on 14 March 2018 and are as follows:

- Vision and strategy
- Engagement and involvement
- Performance, pace and drive
- Flow and use of capacity
- Market development
- Workforce
- Information sharing and system navigation

A lead individual for each section was identified to work with the Director of Adult Services in the production of the action plan.

In considering the action it needs to be borne in mind that this action plan is not all of the work going on across the health and care system in Coventry as the action plan is a specific response to the review.

The action plan has been developed in a manner that is intended to give clarity and focus to the existing work groups and programmes in place as opposed to creating a separate and standalone set of activities. For example, work is already underway through the Coventry and Warwickshire Place Based Forum to develop strategy and the CQC Action Plan provides additional clarity on the actions and timescales. Similarly, work on flow and use of capacity was underway through the Coventry Accident and Emergency Delivery Group and the action plan specifies this work.

Some of the work within the action plan is complex, requires input from a range of stakeholders and may also require resources for implementation that will only become clear as the work progresses. Therefore, many of the dates for completion are uncertain and/or indicative at this point.

8. Options and Recommendations

The action plan is required for submission by 10 April 2018 and recommendations relating to this report are contained in section 2 above.

As well as the key people identified in the summit on 14 March 2018 the action plan has been reviewed by Richard Humphries from Social Care Improvement and Efficiency (SCIE).

Subject to HWBB approval the action plan will be submitted with an invite for CQC to make comment on how it could be further strengthened.

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Appendices

Appendix One: CQC System Review Action Plan