



Coventry City Council

Report

To: Coventry Health and Wellbeing Board

Date: 2 July 2018

From: Pete Fahy – Director of Adult Services

Debbie Dawson – Policy and Partnerships Transformation Officer, Insight

Title: Care Quality Commission (CQC) Local System Review – Improvement Plan Progress

1 Purpose

This report summarises progress against the improvement plan arising from the Care Quality Commission System Review as agreed by the Coventry Health and Well-Being Board (HWBB) on 9 April 2018.

2 Recommendations

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

- a. That HWBB note the progress made and support an ambition to conclude the work on the action plan by March 2019
- b. That HWBB invite the Department of Health and Social Care (DHSC) to provide a follow up seminar in Autumn 2018 to summarise progress and challenges and support in understanding the linkages of different policy initiatives and programmes
- c. That HWBB receive monitoring reports on progress against the improvement plan at future meetings

3 Background

The CQC undertook a system wide review of health and care for people aged 65 and over in Coventry between December 2017 and March 2018. As a result of this review the Coventry HWBB agreed an improvement plan which was closely linked to work already underway across the system. This plan was approved by the HWBB on 9 April 2018 and submitted to CQC and the DHSC on 10 April 2018.

Progress against the plan is monitored by the DHSC through monthly telephone calls with the Director of Adult Services, Accountable Officer for Coventry and Rugby Clinical Commissioning Group and the Deputy Chief Executive (People) where available.

As the improvement plan is owned by the Coventry Health and Well-Being Board this report provides an update on progress to date.

4 The Coventry Action Plan

The action plan contains seven sections which group together the areas for improvement arising from the CQC review. The key progress against each of the sections is as follows:

Section 1: Vision and strategy

A Place Design (high level system model) and revised Concordat, are to be shared with the Coventry and Warwickshire Place Forum for approval on 16 July 2018. This will mark an important step in embedding a consistent vision and strategy across the health and social care system.

Work on delivering the Out of Hospital Care continues through the relevant forums as a key element of delivering improved and consistent support.

Section 2: Engagement and involvement

An engagement session has been held, led by Coventry Older Voices (COV) and supported by Healthwatch, the City Council and CRCCG, to share the headline findings from the review and engage members of COV in the development of 'i-statements' through asking what good health and social care looks like from a user perspective. Issues surrounding how we might engage with the diverse range of communities in Coventry were also discussed.

The output from this session will be subject to a de-brief and next steps planning session on 21 June 2018

Section 3: Performance, pace and drive

A draft Urgent and Emergency Care dashboard has been developed by the Coventry and Rugby Accident and Emergency Delivery Group which is included at Appendix One. This contains data on key elements of activity and flow across the system and will be used by the A&E delivery group to monitor and manage performance.

Although largely for operational management purposes the dashboard could be used to provide information to HWBB in respect of activity and flow. The dashboard will also be shared with the Health Overview and Scrutiny Committee (HOSC), as this is a request made by HOSC at its April meeting.

Note that once the system strategy and vision, as required under section one, is approved by the Place Forum on 16 July, a set of performance indicators to evidence delivery of this can be developed.

Section 4: Flow and use of capacity

A choice policy has been finalised for which training and implementation is now being planned. A review of what is required to move to seven day services is underway within UHCW and City Council to understand the resource implications, options and benefits of providing greater capacity at weekends. A review of the Discharge Hub is to commence to ensure this continues to be an effective means through which to facilitate discharge and the Red Bag scheme is on target to be implemented by the anticipated date of September 2018.

Section 5: Market development

Progress is on track to update the Market Position Statement by September 2018 and the review of Discharge to Assess pathways is also progressing with leads identified for each pathway. Step-up capacity to support people in the community is in place and its effectiveness in supporting the management of demand is being evaluated.

Section 6: Workforce

The Local Workforce Action Board remains in place and its work is progressing. Developing a system wide workforce strategy is an action that will be subsequent to concluding the work on overall vision and strategy. Developing a system wide workforce strategy will be a challenging area with few examples existing of where this has been completed and effectual.

Section 7: Information sharing and system navigation

A review of customer journeys is underway within the City Council. The exercise seeks to identify areas of interaction the public have had with the local authority that could have been avoided by improved access to information and advice. Subsequent to this being completed, improvements will be planned over the coming months.

An interoperability workshop was held in May and action plans to improve this area are being developed by health and social care technology leads. A system wide Assistive Technology workshop was also held in May, the output of which is leading to the development of targeted areas of work that will test out the use of assistive technology to reduce demand on traditional models of care.

5 Monitoring progress

One monitoring phone call has taken place with the Department of Health and Social Care (DHSC) on progress since the review and it is clear that there remains ministerial interest in the ongoing impact of the reviews. The DHSC have offered to undertake a follow up summit in Autumn 2018 as an opportunity for the Coventry HWBB to showcase progress and for the DHSC to discuss policy and the connectivity of different initiatives with the Coventry HWBB.

The improvement plan is owned and monitored by the HWBB and the HWBB support officer will take the lead role in monitoring and reporting on improvement against the action plan to the HWBB at future meetings.

The improvement plan is intended to give focus and drive to areas of activity and improvement already in progress across the system. As such, the aim is to complete work on the improvement plan by March 2019 and ensure that this focus is embedded in programmes and activities across the system beyond that date.

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Appendices

Appendix One: Urgent and Emergency Care Dashboard