



Coventry City Council

Report

To: Health and Social Care Scrutiny Board (5)

Date: 17 October 2018

From: Pete Fahy – Director of Adult Services

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 (CQC) Local System Review. The improvement plan is owned by the Health and Wellbeing Board (HWBB), which receives routine monitoring reports on progress against the plan. The plan is scheduled for completion by March 2019.

2 Recommendations

It is recommended that the Health and Social Care Scrutiny Board:

- a. Notes and comments on the progress made and areas still to be addressed against the actions in the improvement plan arising from the CQC local system review; and
- b. Provides any comments to the Chair of Coventry Health and Wellbeing Board for consideration in the progression of improvement activity.

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 Department for Health and Social Care (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.

A number of these telephone calls have been postponed or cancelled at the request of DHSC and no concerns have been raised through this route regarding Coventry performance or progress.

A representative from the DHSC is attending a meeting of the Coventry and Warwickshire Place Forum on 7 November with a view to observing, in action, how the Coventry and Warwickshire Health and Wellbeing Boards are working together to progress health and care in the region.

4 Local Health and Social Care System Coventry – Improvement Plan 2018

Progress against each of the actions has been reviewed, and a progress update is provided in the attached plan (appendix 1). We are currently on track to complete work on the improvement plan by March 2019 and to embed system improvements in programmes and activities thereafter. Good progress is being made on many of the actions, however some actions have slipped due to resourcing factors and capacity.

A brief summary of progress against each theme is given below.

Section 1: Vision and strategy

A Place Design (high level system model) and revised Concordat were approved by Coventry and Warwickshire Place Forum in July 2018, marking an important step in embedding a consistent vision and strategy across the health and social care system.

Progress has also been made on joint strategic planning and delivery, with GP clusters in place, the out of hospital delivery model being implemented, and work towards a place-based JSNA now in progress. An Integrated Care System roadmap is being developed to move the STP towards shadow ICS status and system governance is an agreed workstream of the roadmap.

Section 2: Engagement and involvement

Good progress is being made to develop 'I' statements with people who use Health and Social Care to form a benchmark for improvement. Coventry and Rugby CCG have reviewed stakeholder engagement plans and have developed new arrangements for improved engagement with GPs through the new GP clusters.

Section 3: Performance, pace and drive

A dashboard of key indicators is now being used to understand flow into and out of hospital and capacity of services supporting step up and discharge. As an outcome of the SB5 meeting on 26 April 2018 to consider the outcome of the system review, a specific request was made to have sight of the dashboard associated with action 3.1. This is attached at appendix 2 for information and evidence that this is in place. It should however be noted that this is a detailed operational management dashboard containing a number of capacity and flow indicators which is used every two weeks at the Coventry Accident and Emergency Delivery Group and has been developed for use by this group as opposed to use in wider forums.

A draft outcomes framework will be considered by Coventry and Warwickshire Place Forum in November, to support mutual accountability and assurance as well as engagement and leadership on specific health and wellbeing priorities across the place.

Section 4: Flow and use of capacity

A number of measures have been taken to reduce unavoidable admissions to hospital and ensure people are discharged promptly with appropriate support. For example, the Care Home

Enhanced scheme has been implemented, the Red Bag scheme was launched in August 2018 and 'Red to Green' bed days has been expanded across University Hospital.

Section 5: Market development

A Market Position Statement has been prepared for sign off in October and this will underpin a market development plan for support and care service providers by January 2019. Social prescribing is being remodelled to align with the new GP clusters and Discharge to Assess pathways are being evaluated.

Section 6: Workforce

Work is now in progress to develop a system wide workforce strategy which will be aligned to the STP Plan. A plan will sit alongside this, enabling the Local Workforce Action Board to monitor and track evidence of impact.

Section 7: Information sharing and system navigation

The Digital Transformation Board is leading work to improve accessibility of information for people accessing care and support. A refresh of the Local Digital Roadmap has taken place and will be available by early October. The roadmap covers ideas for standardising the ICT capability of health and care partners whilst introducing opportunities for system interoperability.

A project is underway to redesign the provision of the front door. Coventry and Warwickshire Partnership Trust have implemented their Integrated Single Point of Access (ISPA) and work is ongoing to establish closer links between the CWPT ISPA and the Council Adult Social Care front door, which is being redesigned.

4. Key Risks

Although good progress has been made, it is important that the completion of the improvement plan continues, to enable full Health and Wellbeing Board sign off in March 2019.

Although no specific concerns have been raised regarding progress since the system review, CQC have announced further reviews, of which Stoke on Trent has been announced for a follow up review.

Report Author(s):**Name and Job Title:**

Debbie Dawson – Policy and Partnerships Transformation Officer

Directorate:

People

Telephone and E-mail Contact:

024 7683 3585

debbie.dawson@coventry.gov.uk

Enquiries should be directed to the above person.

Appendices

Appendix One: CQC review, Local Health and Social Care System Coventry Improvement Plan 2018 – Progress update September 2018

Appendix Two: Urgent and Emergency Care Dashboard