

Health and Social Care Scrutiny Board (5): 3 July 2026

Cabinet Member for Adult Services: 15 July 2026

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor L Bigham

Director approving submission of the report:

Director of Care, Health & Housing

Ward(s) affected:

All

Title:

Outcome of inspection by the Care Quality Commission of Coventry City Council Adult Social Care

Is this a key decision?

No - although the proposals affect more than two electoral wards, the impact is not expected to be significant.

Executive summary:

This report details the outcome of the recent inspection of Coventry Adult Social Care by the Care Quality Commission (CQC).

This inspection was the first inspection of Coventry Adult Social Care since the Health and Care Act 2022, re-introduced formal inspections for Adult Social Care. Prior to this re-introduction a process of Sector Led Improvement and Peer Challenge was in place led by the Local Government Association since 2011. The purpose of the inspection was to assess how well Local Authorities are performing their duties under Part 1 of the Care Act 2014 and associated responsibilities.

The CQC inspection took place over a number of stages with Coventry City Council first receiving notification of inspection in May 2025 with the on-site phase of the inspection taking place over 6 October 2025 to 9 October 2025. In the course of the inspection the Care Quality Commission sought evidence from people working in Adult Social Care, City

Council leadership, people with care and support needs, unpaid carers, partners and stakeholders as well as undertaking case tracking.

The format of the inspection focussed on four themes of:

- Working with people
- Supporting people
- How the local authority ensures safety within the system
- Leadership

Each of the above themes was accompanied by quality statements, and the totality of evidence collected by CQC was used to calculate an overall rating against the four categories of Outstanding, Good, Requires Improvement and Inadequate alongside a percentage score.

Coventry Adult Social Care was rated **Good** overall, with a score of **70%**. CQC found that seven of the nine quality statements met a Good standard, with two identified as areas in development. This is a positive outcome and provides a strong foundation for continued improvement. At the time this report was finalised, 115 CQC reports had been published nationally, with 23 local authorities scoring higher than 70%.

Recommendations:

The Health and Social Care Scrutiny Board (5) is recommended to:

1. Provide comment and feedback to Cabinet Member on the outcome of inspection and continuous improvement plan.

The Cabinet Member for Adult Services is recommended to:

1. Note the outcome of inspection set out in Appendix 1 of this report and support the attached continuous improvement plan set out in Appendix 2 of this report that will be used to guide preparations for future inspection and oversight activity.
2. Consider any recommendations from Scrutiny Board 5 in respect of the outcome of inspection.

List of Appendices included:

Appendix 1 – Coventry City Council Inspection Report

Appendix 2 – Building on Strengths and Continuous Learning Plan

Background papers:

None

Other useful documents

None

Has it or will it be considered by Scrutiny?

Yes

Health and Social Care Scrutiny Board (5) – 3 July 2026

Has it or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title:

1. Context (or background)

- 1.1. Inspections of Local Authority Adult Social Care was introduced in the Health and Care Act 2022. Prior to this re-introduction a process of Sector Led Improvement and Peer Challenge was in place which had been the case since 2011. The purpose of the inspection was to assess how well Local Authorities are performing their duties under Part 1 of the Care Act 2014 and associated responsibilities.
- 1.2. The CQC inspection took place over several stages with Coventry City Council first receiving notification of inspection in May 2025 which commenced the process through requiring an Information Return covering 38 categories of evidence.
- 1.3. The on-site phase of the inspection then took place over 6 October 2025 to 9 October 2025 where the inspection team spoke to people working in Adult Social Care and City Council leadership. Before and after the on-site phase the inspection team also sought evidence from people with care and support needs, unpaid carers, partner organisations and stakeholders to gain a wide evidence base of the support provided by Coventry Adult Social Care. Over the period of the inspection the Care Quality Commission also undertook case tracking related to people with care and support needs and unpaid carers to gain an in depth understanding of people’s experience.
- 1.4. The range of evidence collected was then assessed against four inspection themes and nine quality statements which was then used to calculate an overall rating against the four categories of Outstanding, Good, Requires Improvement and Inadequate. The Coventry rating against each of the quality statements is detailed in table one.
- 1.5. The outcome of the Coventry inspection was that we were found to reach a Good standard against seven of the nine quality statements with the other two rated as requires improvement. This led to an overall rating of GOOD with a score of 70%.
- 1.6. Table One: Themes, Quality Statements and Coventry ratings

Theme	Quality Statement	Rating
Theme One: Working with people	Assessing needs: We maximise the effectiveness of peoples care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them	Good
	Supporting people to live healthier lives: We support people to manage their health and wellbeing so they can maximise their independence, choice and control. We support	Good

	them to live healthier lives and where possible, reduce future needs for care and support	
	Equity in experience and outcomes: We actively seek out and listen to information about people who are most likely to experience inequality in experience and outcomes. We tailor the care, support and treatment in response to this	Requires Improvement
Theme Two: Supporting people	Care Provision, integration and continuity: We understand the diverse health and care needs of people and our local communities, so care is joined up, flexible and supports choice and continuity	Requires Improvement
	Partnerships and communities: We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.	Good
Theme Three: How the local authority ensures safety within the system	Safe systems, pathways and transitions: We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.	Good
	Safeguarding: We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.	Good
Theme Four: Leadership	Governance, management and sustainability: We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate	Good

	<p>Learning, improvement and innovation: We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.</p>	<p>Good</p>
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The inspection report included in Appendix One contains the detail of CQC findings along with a summary of strengths and continuous learning. Particular strengths and areas for learning include:

1.7. Strengths

- **Strong governance and strategic oversight** - Clear governance systems, performance data use, and strategic planning supporting Care Act delivery.
- **Person-centred, strengths-based practice** - Practice framework promotes independence, inclusion, advocacy, and culturally appropriate care.
- **Effective partnership working and integration** - Strong alignment with health partners and integrated arrangements improving pathways and discharge.
- **Focus on prevention and community support** - Positive use of Voluntary, Community and Faith sector and initiatives such as Dementia Hub and The Pod supporting independence and wellbeing.
- **Strong quality assurance and safeguarding systems** - Robust provider oversight, timely safeguarding screening, and well-embedded learning from practice and feedback.

1.8. Areas for continued learning

- **Waiting times across core services** – Capacity for improvement in waiting times assessments, reviews, and Occupational Therapy services, although noting that there had been some improvement
- **Workforce capacity and workload pressures** – Increasing difficulty managing workloads, due to volume and complexity of workload
- **Outcomes and consistency in key pathways** – Providing a more consistent experience for people who contact Adult Social Care particularly at the front door
- **Support to unpaid carers** – Providing improved equity of experience and improving the consistency of positive outcomes for carers
- **Reducing out of city provision** – Limited options available in city for those with the most complex needs

1.9. In respect of next steps, a Post Inspection Learning Plan has been produced that will be used within Adult Social Care to manage and oversee priority actions, paying particular attention to the issues identified in the inspection report.

1.10. Going forward CQC will be adopting a mechanism of annual review meetings to establish key progress and areas of risk since the last inspection. This will be supplemented by an ongoing process of comprehensive inspections based on levels of risk and timescale since the last inspection, with the annual review meetings contributing to the CQCs view on risk. Ratings can only be changed as an outcome of a comprehensive assessment.

2. Options considered and recommended proposal

2.1. While there is an option not to implement the Continuous Improvement Plan following the findings of the Care Quality Commission (CQC) report, doing so would represent a significant missed opportunity to enhance the quality of care and support we provide to our residents. The CQC assessment is a statutory process that will continue, and failure to act on its findings could negatively impact future evaluations. This option is therefore not recommended.

2.2. The recommended proposal is to support the recommendation set out in this report on the basis that the Council remains committed to using the insights from the inspection as a catalyst for learning and continuous improvement. This is the recommended option.

3. Results of consultation undertaken

3.1. Due to the nature of this report no consultation was required.

4. Timetable for implementing this decision

4.1 Adult Social Care is committed to continuous learning and improvement, building on the strengths identified through the inspection and taking forward further action to enhance the way services are delivered for Coventry residents.

5. Comments from Director of Finance and Resources and Director of Law, Governance and Safer Communities

5.1. Financial Implications

There are no specific financial implications associated with this report.

5.2. Legal Implications

The Care Act 2014 requires local authorities to ensure that individuals receive services that prevent their care needs from becoming more serious, provide information and advice to help people make informed decisions about their care, and offer a range of high-quality, sustainable care and support services. Local authorities must assess anyone who appears to need care and support, focusing on their wellbeing and desired outcomes, and involve them in the assessment process. Additionally, they must work with communities and other partners to promote

independence and wellbeing and support the care market to meet the needs of their local population.

The Council is delivering on its statutory duties as outlined within the Care Act 2014.

6. Other implications

6.1. How will this contribute to the One Coventry Plan?

Adult Social Care supports the One Coventry Plan by helping people to live well, stay independent where possible, and access the right support when they need it. This contributes to improving outcomes and tackling inequalities across the city. The inspection report also highlights the strength of our partnership working and shows how Adult Social Care works with others as a trusted partner, enabler and leader to support better outcomes for Coventry residents.

6.2. How is risk being managed?

There are no specific risks associated with this report. However, Adult Social Care maintains a departmental risk register which is reviewed quarterly with risks escalated to the corporate risk register as appropriate.

6.3. What is the impact on the organisation?

The inspection outcome is positive and recognises that Coventry Adult Social Care provides a good standard of support for residents. We are clear that not everyone yet experiences the consistently high quality of support we want for Coventry, and we are committed to building on the strengths identified, listening to people's experiences, and driving further improvement with ambition and purpose. This outcome provides a strong foundation for continued confidence in Adult Social Care in Coventry, while also reinforcing our determination to achieve better and more consistent outcomes for people with care and support needs and unpaid carers.

6.4. Equalities / EIA?

As this report is concerned with the outcome of inspection and, as such, does not have specific options and Equalities Impact Assessment (EIA) has not been completed. It is however recognised that one of the quality statements rated as Requires Improvement was equity of experience and outcomes from people with care and support needs and unpaid carers. This is therefore an area we aim to improve the standard of evidence provided.

6.5. Implications for (or impact on) climate change and the environment?

No impact.

6.6. Implications for partner organisations?

There are no specific implications for partner organisations arising from this report. Adult Social Care has well-established and valued working relationships with a wide range of partners, including NHS organisations, emergency services and the voluntary, community and faith sectors. The positive inspection outcome provides assurance that these partnerships are supporting effective, joined-up working and contributing to positive outcomes for Coventry residents. We will continue to build on these strengths, working collaboratively with partners to further improve experiences and outcomes for people with care and support needs and unpaid carers.

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