

REPORT TO: Health & Wellbeing Board

DATE: 17th January 2018

REPORTING OFFICER: Director of Adult Social Services

PORTFOLIO: Health & Wellbeing

SUBJECT: Care Quality Commission (CQC) - Local System Review (LSR) of Health & Social Care in Halton

WARD(S): Borough-wide

1.0 PURPOSE OF REPORT

1.1 To receive an update following CQC's recent LSR of Health & Social Care in Halton.

2.0 RECOMMENDATION: That the Board note the contents of the report and associated appendices.

3.0 SUPPORTING INFORMATION

3.1 As members of the Board are aware in August 2017, CQC undertook an LSR in Halton which examined how people move between health and social care, including delayed transfers of care, with a particular focus on people over 65 year old.

The Review included an assessment of commissioning across the interface of health and social care and of the governance systems and processes in place in respect of the management of resources.

Although the Review did not include mental health services or specialist commissioning specifically, they did look at the experiences of people living with dementia.

3.2 The final report from CQC was published on 12th October (see **Appendix 1**) following a Quality Summit which took place at the Stadium on the 11th October, which was attended by representatives from across partner agencies.

3.3 In summary, overall, CQC found that there was a strong commitment and shared vision across the Local Authority and Clinical Commissioning Group (CCG) to serve the people of Halton well.

They found well established, positive relationships across the health and social care system, underpinned by a high level of trust.

There was evidence of robust analysis of need to support resource allocation and the setting of priorities within the local authority and the CCG.

There was a specific Joint Strategic Needs Assessment for Older People and there was good evidence of partners meeting individuals' needs in terms of health and wellbeing, social inclusion, social prescribing and transport.

Preventative approaches were well thought through and embedded.

There were a wide range of effective initiatives that were supporting people to remain socially included, maintain their own health and manage their long term conditions.

There were also some excellent examples of shared approaches and local agreements that supported local people in having timely access to services and support that met their needs in a person-centred way.

CQC also found a range of support services that encouraged staff to work across organisational boundaries to better provide holistic care to people requiring services.

There was positive involvement of service users, families and carers in the development of strategies and some excellent examples of social prescribing that helped people deal with bereavement, loneliness and concerns about their safety at home.

Finally the Local Authority provided strong support to carers with input from the carer's centre who supported approximately 5000 carers, including 528 carers supporting people living with dementia.

3.4 However, there were some areas identified by CQC where they felt improvements could be made and as a system we were required to submit a system wide action plan to CQC by 9th November (see **Appendix 2**).

3.5 Working collaboratively across our statutory partners and with support from the Social Care Institute for Excellence, an associated Action Plan was developed in response to the issues highlighted within the report.

For ease of reference, the issues highlighted within the report have been themed under the following headings within the Action Plan:-

- Strategic Vision and Governance;
- Delayed Transfers of Care (including user experience);
- Key Actions for Winter 17/18
- Workforce;
- Market Capacity and Capability;
- Commissioning; and

- Patient Flow.

3.6 Progress against the actions outlined in the Action Plan will be monitored over the next few months via the Board and Halton Borough Council's Management Team.

4.0 POLICY IMPLICATIONS

4.1 None associated with this report.

5.0 OTHER/FINANCIAL IMPLICATIONS

5.1 None associated with this report.

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children & Young People in Halton

None identified

6.2 Employment, Learning & Skills in Halton

None identified

6.3 A Healthy Halton

All issues outlined in this report and its associated appendices focuses directly on this priority.

6.4 A Safer Halton

None identified

6.5 Halton's Urban Renewal

None identified

7.0 RISK ANALYSIS

7.1 None associated with this report.

8.0 EQUALITY AND DIVERSITY ISSUES

8.1 None associated with this report.

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

9.1 None under the meaning of the Act.