



**West
Northamptonshire
Council**

**Adult Social Care
Performance
Scrutiny Board
January 2024**



Current Month vs Target RAG (Areas of Concern)

Indicator Name	Target (2023-24)	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-23	Feb-23	Mar-232
2B Part (1) Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	79.20	88.9	88.9	76.5	91.2	43.8	88.5	84.3	94.5	75.4				
2D Delaying and reducing the need for care and support	79.50	33.6	31.8	39.4	42	46.3	46.6	49	50	49.8				
Total New Requests for Support (all ages) where Route of Access was Diversion from Hospital Services	300.00	35	8	10	15	24	29	33	37	44				
People allocated to a Team at End of Month (Total)	5854.00	6471	6253	6500	6707	7376	7389	7723	7953	6883				
New AMHP enquiries received (Based on enquiry date question)	63.00	71	48	77	69	55	56	54	43	52				
Assessments completed in 28 days (in place already) – SLT	85.00	40	41	26	31	22	22	32	29	40				
Number of NEW complaints received by ASC team	6.00	14	14	11	10	11	13	15	19	14				
The Percentage of ASC responses Met agreed timescale	85.00	75	40	33.3	44.4	57.1	60	66.7	54.2	29.4				
Number of ASC complaints escalated to LGSCO	1.00	1	0	0	1	0	2	0	1	2				
Number of Member and MP ASC enquiries	2.00	11	10	7	13	9	8	5	10	8				

Single Assessment Framework

CQC framework will assess providers, local authorities and integrated care systems with a consistent set of key themes. There will be four themes for local authority assessment.

Pilot

Running alongside thematic work, we will run full end to end piloting of our assessment approach for up to 5 LAs between April and September 2023:

- All 9 quality statements
- Following a quality assurance and moderation process, publish the first pilot assessment reports by the Autumn – whole batch together
- Ratings will be clearly badged as ‘shadow’/‘indicative’ (wording to be agreed with LGA and ADASS) We will ask for volunteers – a number have already expressed interest.

We will check the pool of volunteers against some criteria to ensure a good mix

4 Themes

1. Theme 1 Working with people
2. Theme 2 Providing support
3. Theme 3 Ensuring safety
4. Theme 4 Leadership

9 Quality Statements

1. Theme 1 Working with people – Assessing needs
2. Theme 1 Working with people – Supporting people to live healthier lives
3. Theme 1 Working with people – Equity in experience and outcomes
4. Theme 2 Providing support – Care provision, integration and continuity
5. Theme 2 Providing support – Partnerships and communities
6. Theme 3 Ensuring safety – Safe systems, pathways and transitions
7. Theme 3 Ensuring Safety – Safeguarding
8. Theme 4 Leadership – Governance, management and sustainability
9. Theme 4 Leadership – Learning, improvement and innovation

4 Key Lines of Enquiry

CQC framework will assess providers, local authorities and integrated care systems with a consistent set of key themes. There will be four themes for local authority assessment.

1. Safe
 2. Effective
 3. Responsive
 4. Well-led
-

Scoring

For each quality statement in the assessment framework, CQC will assess the 'required evidence' in the evidence categories and assign a score to the quality statement.

The scoring framework to support decisions is:

- 1 = Evidence shows **significant shortfalls** in the standard of care
- 2 = Evidence shows **some shortfalls** in the standard of care
- 3 = Evidence shows a **good standard** of care
- 4 = Evidence shows an **exceptional standard** of care

When we assess evidence, we will assign a score to the relevant quality statement. The scores for the quality statements aggregate to ultimately produce the ratings, and an overall score.

Safe (you are protected from abuse and avoidable harm)

Quality Statements

1. Theme 3 Ensuring safety – Safe systems, pathways and transitions
 2. Theme 3 Ensuring Safety – Safeguarding
-

Effective (your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.)

Quality Statements

1. Theme 1 Working with people – Assessing needs
 2. Theme 1 Working with people – Supporting people to live healthier lives
-

Responsive (services are organised so that they meet your needs)

Quality Statements

1. Theme 1 Working with people – Equity in experience and outcomes
 2. Theme 2 Providing support – Care provision, integration and continuity
-

Well-led (the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture)

Quality Statements

1. Theme 2 Providing support – Partnerships and communities
2. Theme 4 Leadership – Governance, management and sustainability
3. Theme 4 Leadership – Learning, improvement and innovation

4 Themes

Theme 1 Working with people

This theme covers: assessing needs, care planning and review, arrangements for direct payments and charging, supporting people to live healthier lives, prevention, wellbeing, information and advice, understanding and removing inequalities in care and support, people's experiences and outcomes.

Theme 2 Providing support

This theme covers: market shaping, commissioning, workforce capacity and capability, integration and partnership working.

Theme 3 Ensuring safety

This theme covers: safeguarding enquiries, reviews, Safeguarding Adult Board, safe systems and continuity of care.

Theme 4 Leadership

This theme covers: culture, strategic planning, learning, improvement, innovation, governance, management and sustainability.

Statement 1 Assessing need

- We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing, and communication needs with them.
 - I have care and support that is coordinated, and everyone works well together and with me.
 - I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.
-

Statement 3 Equity in experiences and outcomes

- We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.
 - I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths, and goals
-

Statement 2 Supporting people to live healthier lives

- We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce future needs for care and support.
 - I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.
 - I am supported to plan ahead for important changes in my life that I can anticipate.
-

Statement 4 Care provision, integration & 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.
 - I have care and support that is coordinated, and everyone works well together and with me.
-

Statement 5 Partnerships & 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.
-

Statement 7 Safeguarding

- We work with people to understand what being safe means to them and work with our partners to develop 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.
 - I feel safe and am supported to understand and manage any risks.
-

Statement 6 Safe systems, pathways & 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.
 - When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.
 - I feel safe and am supported to understand and manage any risks.
-

Statement 8 Governance, management & 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.
-

Statement 9 Learning, improving & 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.

Data Pack –

LGA have produced a national data pack to guide LA's in relation to the 4 Themes and 9 Quality Statements

Statement 7 Safeguarding Example

- We work with people to understand what being safe means to them and work with our partners to develop 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.
- I feel safe and am supported to understand and manage any risks.

7.1 Individuals aged 18-64 involved in safeguarding enquiries per 100,000

7.2 Individuals aged 65-74 involved in safeguarding enquiries per 100,000

7.3 Individuals aged 75-84 involved in safeguarding enquiries per 100,000

7.4 Individuals aged 85+ involved in safeguarding enquiries per 100,000

7.5 Age standardised rate Section 42 safeguarding

7.6 % Of section 42 safeguarding enquiries where desired outcomes were asked for

7.7 % Of section 42 safeguarding enquiries where desired outcomes were asked for and expressed

7.8 % Of section 42 safeguarding enquiries where desired outcomes were asked for and expressed, where outcomes were fully achieved

7.9 % Of section 42 safeguarding enquiries where desired outcomes were asked for and expressed, where outcomes were achieved

7.10 % Of concluded section 42 enquiries ceased at individual's request and no action taken

7.11 % Of section 42 safeguarding enquiries where desired outcomes were not asked for

7.12 % Of section 42 safeguarding enquiries where it is not known whether desired outcomes were asked for

7.13 % Of section 42 safeguarding enquiries where it is not recorded whether desired outcomes were asked for

7.14 % Of section 42 safeguarding enquiries where desired outcomes were asked for but not expressed