

CQC local systems reviews

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What do people want from their local system?

Quality matters



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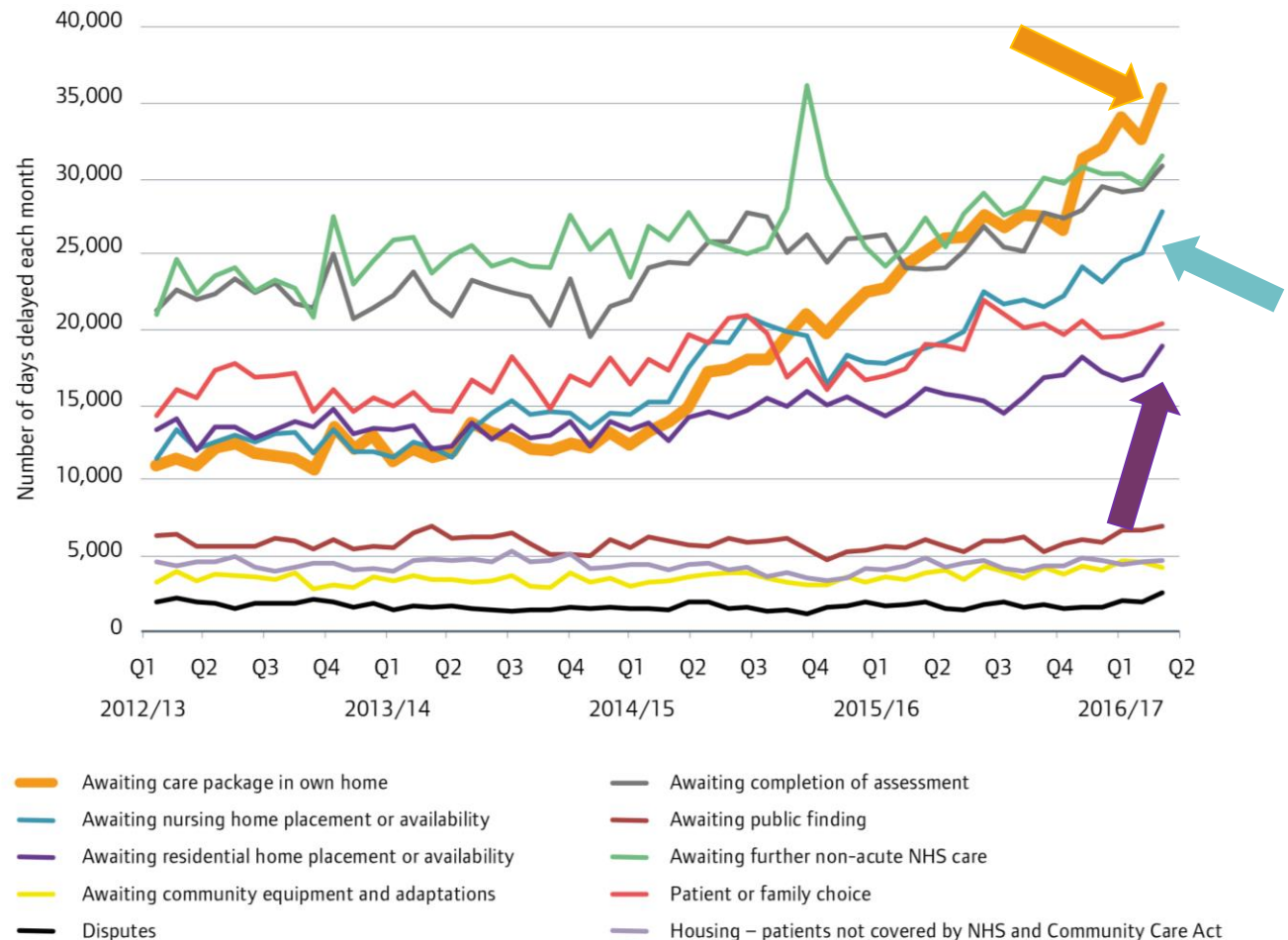


The issue: system failing the Mum test



Causes of delayed transfers of care
April 2012 to July 2016

Home care package
Nursing home
Residential home



Source: NHS England, delayed transfers of care data



How well do people move through the health and social care system, with a particular focus on the interface between the two, and what improvements could be made?

The questions



- What is currently happening and what are the outcomes for people?
- What is the maturity of the local area to manage the interface between health and social care moving forward?
- What else needs to happen?

- Local ***system*** and people's ***experience***
- 3 key points
 - Maintaining well being
 - Crisis episode
 - Discharge, step-down, re-ablement
- Preparation, engagement, site visit, communication

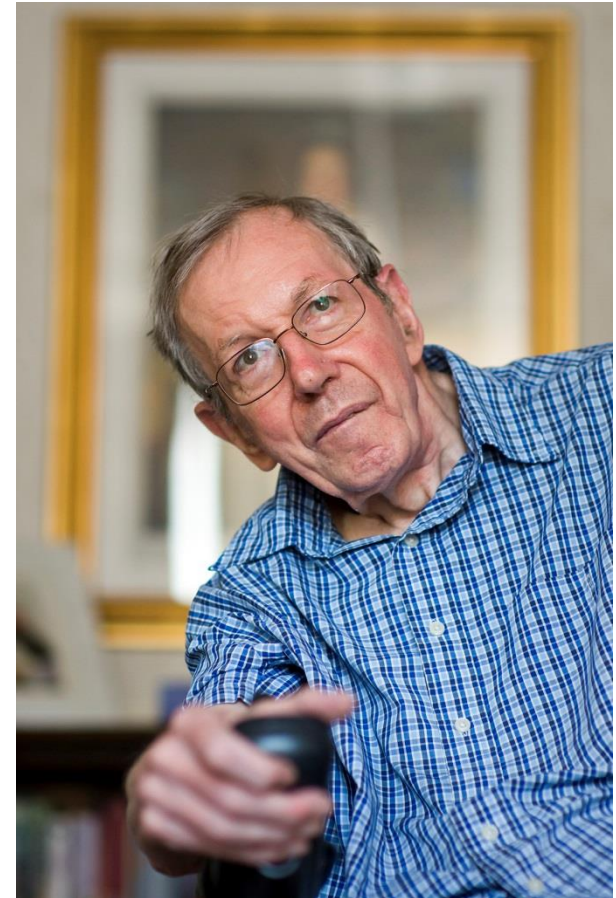


Review schedule – first 12



Area	Site visit
Halton	21 to 25 August
Bracknell Forest	4 to 8 September
Stoke-on-Trent	4 to 8 September
Hartlepool	9 to 13 October
Manchester	16 to 20 October
Trafford	16 to 20 October
York	30 October to 3 November
East Sussex	13 to 17 November
Oxfordshire	27 November to 1 December
Plymouth	4 to 8 December
Birmingham	22 to 26 January 2018
Coventry	22 to 26 January 2018

- Report for each local system
- Interim report – before Christmas
- Final report - 2018



Importance of:

- Leadership and relationships
- Alignment of individual organisational and system priorities
- Challenges in workforce recruitment and retention
- Focus on delivery and people using services



- Systems have engaged positively with the reviews (**a big thank you**)
- We recognise the time is very tight – for all of us! (**sorry**)
- Communications adjusted to be more inclusive
- Key lines of enquiry reviewed and amended to simplify
- Methodology and arrangements improved – thanks to Halton feedback
- We want to encourage responses to the relational audit



Thank you



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