

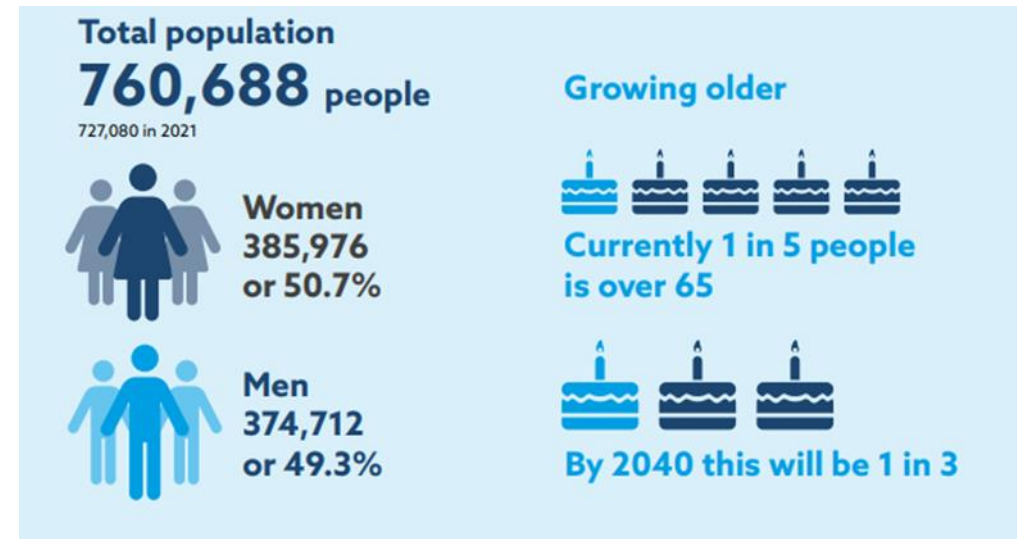
# Suffolk ASC CQC Pilot Experience

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and  
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Care and Lead for the CQC Pilot

17 October 2023

# Suffolk context

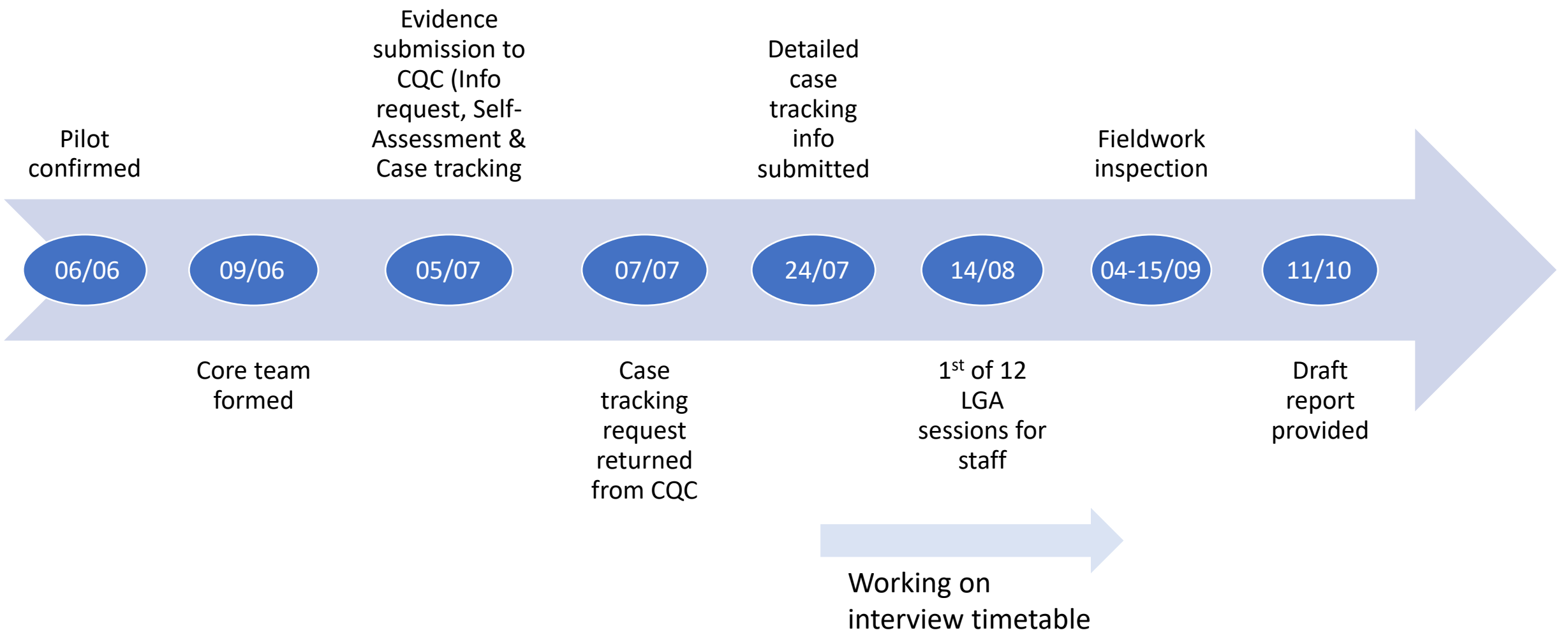
Suffolk County Council is Conservative led. Suffolk consists of 5 District and Borough Councils. The population is comprised of 60.9% (urban) and 39.1% (rural). Suffolk residents are represented through 75 county councillors, each councillor represents on average 7,000 people.



Suffolk has 2 Integrated Care Systems: Suffolk & North-East Essex and Norfolk and Waveney

ASC is the recipient of the largest share of the Local Authority budget, with 48%

# Timeline



# Our motivation for the pilot



- We have a culture of continuous improvement.
- Actively involved in the sector led improvement work annually.
- Build on the Peer Review in January 2023 and progress made since.
- New strategic ambition and transformation work – to put People at the Heart of Care, which includes focusing on Quality and improving the outcomes for the people of Suffolk.

- CQC identified they wished to meet with the Lead Member, Lead Shadow Member, Chair of the Health and Wellbeing Board and Chairs of the Integrated Care Partnerships.
- Informal cabinet notified.
- Worked with the LGA and ADASS East to provide individual preparation sessions for members and staff.
- Briefings were provided, including summary of self-assessment and key data.

- Everyone interviewed felt the approach was measured and constructive, with the CQC seeking clarity on points.
- CQC were keen to understand relationships across the board, challenges and what we are proud of.
- Members and staff felt the LGA sessions prepared them well. They were helpful for context and to get people thinking about examples to share.
- Positive experience.

# Hints and tips

## Get the Core Team right

- Dedicated resource from the start
- With the right skills- including strong programme and project management

Do not underestimate the amount of work required (and intensity)

## Intent & Impact

- Gap analysis

## Data

- Importance of consistency
- Development of an information pack

## Communication is key

- Tailored communication for people with lived experience
- Weekly bulletins for staff and dedicated webinars
- Individual member briefings

## Support for members and staff

- First inspection for many - some anxiety
- De-briefs are important