

**Manchester City Council
Report for Information**

Report to: Health Scrutiny Committee – 11 January 2023

Subject: Adult Social Care Assurance - Care Quality Commission

Report of: Executive Director of Adult Social Services

Summary

This report will provide Members with details on the forthcoming Assurance Framework by the Care Quality Commission (CQC) and set out what their proposed inspection methodology will be, and the timeframe suggested. It will also update Members of the Test and Learn pilot undertaken by CQC of Adult Social Care and advise what the key outcomes were.

Recommendations

The Committee is recommended to note the details of the proposed CQC Assurance Framework and the recent Test and Learn outcome of an indicative 'good' rating for Manchester.

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

None

Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments
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Adult Social Care has a duty to meet all statutory expectations including the Public Sector Equality Duty and meet the needs of all citizens who need care and support services. The inspection of Adult Social Care authorities by the CQC provides a robust framework for ensuring that work around equalities, diversity and inclusion is best practice and meets the needs of the local population.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The inspection of Adult Social Care authorities provides a quality rating that can attract Manchester people to work for an employer of choice
A highly skilled city: world class and home grown talent sustaining the city's economic success	Recruitment and Retention of key posts including in-house support workers as well as Social Workers can be enhanced by the CQC Assurance Framework ratings.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The inspection places peoples experience of care at the heart of its judgements, with a clear focus on positive outcomes for the people we serve
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

There are no revenue consequences for this report

Financial Consequences – Capital

There are no capital consequences for this report

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Background documents (available for public inspection): None

1.0 Introduction and Rationale and Methodology for Inspection

- 1.1 The Health and Care Act 2022 gave the Care Quality Commission (CQC) new regulatory powers to undertake independent assessment of local authorities' delivery of regulated care functions set out in Part 1 of the Care Act 2014.
- 1.2 Over the last 12 months, CQC have engaged extensively to develop the local authority assessment framework for these new powers.
- 1.3 The assessment framework draws on a new single assessment framework for providers, local authorities and integrated care systems. The single assessment framework is based on a set of quality statements that are arranged under topic areas and describe what good care looks like. The framework:
 - sets out clearly what people should expect a good service or system to look like
 - places people's experiences of care at the heart of CQC's judgements
 - ensures that gathering and responding to feedback is central to expectations of providers, local authorities and integrated care systems.
- 1.4 The CQC assessment framework has been grouped into four key themes, each with several quality statements mapped to them:
 1. **How local authorities work with people** – assessing needs, care planning and review, direct payments, charging, supporting people to live healthier lives, prevention, wellbeing, information and advice
 2. **How local authorities provide support** – market shaping, commissioning, workforce capacity and capability, integration and partnership working
 3. **How local authorities ensure safety** – safeguarding enquiries, reviews, Safeguarding Adults Board, safe systems, pathways and continuity of care
 4. **Leadership** – culture, strategic planning, learning, improvement, innovation, governance, management and sustainability.
- 1.5 The single assessment framework will consider collating evidence from four areas to inform the overall assessment:
 - Data, indicators, and information gathering
 - Feedback from frontline staff, leaders, partners, and stakeholders
 - “We statements” aligned to 9 specific quality statements posed by CQC
 - “I statements” aligned to 5 key questions posed to residents and their families around what they expect and need.
- 1.6 It is proposed that the single assessment framework will “go live” in April 2023 and all local authorities will be assessed within a two-year period.

1.7 The proposal is that assessment outcomes will confirm if a local authority is outstanding, good, requiring improvement or inadequate.

1.8 To support the development and success of the single assessment framework, CQC piloted its proposed methodology with two local authorities, Manchester City Council and Hampshire.

2.0 CQC Test and Learn Pilot

2.1 In July 2022, MCC was involved with a test and learn exercise with CQC designed to help inform future CQC inspection framework for adult social care. The scope of the test and learn exercise was narrower than what the CQC assessments will look like in the future.

2.2 We were asked to look at two different themes, but only one of the two possible quality statements for each theme:

1. How Local Authorities work with people: Quality Statement – Assessing Needs
2. Leadership: Quality Statement - Learning, improvement, and innovation.

3.0 Test and Learn Pilot Outcomes

3.1 The overall summary from the “test and learn” exercise recognised that Manchester City Council covers a diverse population of individuals. The CQC found there was a strong leadership team in place leading MCC (Manchester City Council) Adult social care staff through the ‘Better Outcomes, Better Lives’ transformation programme. They advised that our department had a real focus on identifying people who may need support and then providing it at the earliest opportunity and in the least restrictive way.

3.2 CQC highlighted good relationships with the voluntary, community and social enterprise (VCSE) organisations and commented on our investment in extra care housing and the use of technology enabled care (TEC) which promoted people’s independence and reduced, or delayed, the need for formal social care.

3.3 They also highlighted that there was a real commitment from leaders for the local authority to be a learning organisation and that Senior leaders, including councillors, have a good understanding of the issues affecting the people of the City of Manchester and a real commitment to assessment and support that enables people to maintain and develop their independence

3.4 It was noted in the final report that improvements have been seen within the workforce around our supervision processes following the 2020 review of policy, in relation to quality and effectiveness of supervision and with staff feeling their own diverse needs are being recognised and respected. It also noted the launch of our revised quality assurance framework in May 2022

which aligns more closely with our responsibilities under the Care Act 2014 and that staff have easy access to Policies and Procedures on the Adult policy portal system which can be downloaded to their mobile phones as an app.

- 3.5 The final report identified some areas of improvement, which includes, timeliness of responding to complaints, governance of Mental Health arrangement and provision of services (Sec 75 arrangements with the NHS mental health trust) and for the local authority to put in place support for people with autism.
- 3.6 In summary, feedback was consistently positive in relation to the two quality statements assessed as part of the test and learn process. CQC noted that where areas for improvements were found during the test and learn, we had already identified the issues and there were plans in place to address them. Overall CQC noted an indicative rating of 'good' from the test and learn process for Manchester City Council.
- 3.7 We have been asked to share the learning across North West Association of Director of Adults Social Services (ADASS) and Greater Manchester ADASS and have worked with CQC nationally to develop a podcast to be shared on the CQC national site.

4.0 Next steps

- 4.1 We are planning for the full CQC inspection by identifying capacity and ensuring continued focus on continuous improvement.
- 4.2 We have developed an action plan based on the recommendations from the test and learn with oversight by ASC DMT.
- 4.3 The Local Government Association (LGA) and ADASS are supporting from a sector-led improvement perspective which we are engaging with.
- 4.4 Through 2022, CQC intends to continue to develop its approach, build its own capacity to undertake assessments and inspection. Reviews to start from April 2023 for both local authorities and ICSS
- 4.5 First two years are about 'baselining' – CQC learning what normal looks like for local authorities – establishing 'baseline' data for quality and safety.

5.0 Recommendations

- 5.1 Members are requested to note the details of the proposed CQC Assurance Framework and the recent Test and Learn outcome of an indicative 'good' rating for Manchester.