

# CQC Assessment Update

Health and Wellbeing Board

November 2024



Better for everyone



# Outcome Report

On 16 August 2024, the official CQC report was released on their website.

Durham County Council's adult social care provision was rated:  
**Good.**

CQC's rating 'Good' states that: *"The service is performing well and meeting our expectations"*.

[You can see the final report here.](#)

Outcomes for all Local Authority assessments completed to date  
[can be accessed here.](#)



# Summary Slide of Key Points

Key points have been pulled out from the CQC Assessment report. Some examples are below:

## Strengths

- ✓ **Social Care Direct (SCD)** timely and effective triage; good knowledge of community services
- ✓ **Public Health** initiatives well understood/monitored through HWB/clear strategic plan
- ✓ **Sensory Team** using creative solutions such as apps and websites
- ✓ **Commissioning** good relationships with front-line staff; joint commissioning well established and integrated; supporting delivery of person-centred care
- ✓ **Good relationships** with voluntary and charity sector; LA viewed as an advocate for the sector
- ✓ **Risks to people** across care journeys understood /people safe throughout transitions
- ✓ **Self-Neglect/Hoarding** Breakthrough Service
- ✓ **Leadership** stable/visible/compassionate; system leadership/political leadership
- ✓ **Continuous learning and improvement** positive culture; strong infrastructure for learning and development

## Areas for Development

- **Protected characteristics** not always reflected in care assessments/plans
- **Direct Payments (DPs)** low uptake (although clear and robust guidance); development of services that support people to use DPs
- **Data** to understand and improve outcomes for people more likely to have poor care
- **Co-production/Involvement** in shaping care market
- **Integrated arrangements** not always working well for voluntary and charity groups.
- **Pathways** around homelessness existed but not sufficient
- **Advocates** not always referred to and involved at the correct time
- **Overarching strategy** focused on needs of people using ASC services
- **High case-loads** prevented continuous professional development/learning for some staff



# Quality Statement: Partnerships and Communities

## Strengths

- ✓ **Partners** collaborative, positive, strong relationships
- ✓ **Integrated mental health team** long established
- ✓ **Health services** clear connection across strategic priorities
- ✓ **Integrated Strategic Roles** system oversight/HWB
- ✓ **Durham Mental Wellbeing Alliance**
- ✓ **Better Care Fund** leading to improvements
- ✓ **Out of hours** emergency arrangements
- ✓ **Partnership working** strong/effective/responsive and tangibly felt by people in receipt of services and their carers
- ✓ **Hospital discharge** good performance/market sustainability
- ✓ **Good relationships** with voluntary and charity sector; LA viewed as an advocate for the sector

## Areas for Development

- **Overview and Scrutiny/HWB** focus on adult social care
- **Integrated information systems** causing delays to people's care.
- **Funding arrangements** for voluntary and charity organisations/difficult complicated tendering process
- **Integrated arrangements** not always working well for voluntary and charity groups.
- **Co-production and consultation** not routine for voluntary and charity groups, and to some felt tokenistic.



# Extract from the CQC Assessment Report

- *“Public Health initiatives were in place that focused on key challenges and priorities identified through the Joint Strategic Needs Assessment (JSNA) and health and wellbeing board. There was a clear link between the identified challenges of the area and the services available. These priorities and actions were well understood, and impact was monitored through the health and wellbeing board.”*
- *“The local authority worked with local people and stakeholders using available data to understand local needs for care and support. County Durham expanded their Joint Strategic Needs Assessment to include assets (JSNAA). This meant they were able to see their assessments of needs within the context of the strengths of their communities. Communities were seen as integral stakeholders to understanding specific needs. For example, the ageing well workstream of the health and wellbeing board expanded their work to people aged 50 and over to take a more preventative approach, with more focus on veterans, carers, and dementia.”*
- *“The local authority worked collaboratively with partners to agree and align strategic priorities, plans, and responsibilities for people in the area. Partners worked positively together, with many long-standing relationships, with a good understanding of the health and care needs of the area. Discussion around health services was high on the agenda at board level, including the health and wellbeing board and overview and scrutiny committee, showing a clear connection across strategic priorities. However, a focus on adult social care was at risk of being lost within the dominating health agenda linked to the implementation of the Integrated Care System across the region.”*
- *“The local authority was proud of their approach to integration. There were pooled arrangements in place to fund integrated strategic roles, allowing for system oversight. The health and wellbeing board maintained oversight of integrated work.”*



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Some extracts from the final report demonstrates our positive partnership arrangements: *"The local authority worked collaboratively with partners to agree and align strategic priorities, plans, and responsibilities for people in the area. Partners worked positively together, with many long-standing relationships, with a good understanding of the health and care needs of the area."*

We are delighted with this outcome but are committed to further learn [from this assessment process](#) and improve services and look forward to working alongside you in our ongoing journey to ensure positive outcomes for all our service users.



# Forward planning

- **Service Improvement Plan** – this finalised focussed improvement activity is aligned to the themes and quality statements set out in the CQC assessment framework, building upon our self-assessment and assessment outcome
- An annual refresh of the **self-assessment** and **evidence** aligned to the LAIR will be adopted into business as usual
- Ongoing horizon scanning to **capturing learning** and **feedback** on the CQC assessment process and methodology going forward
- Revised **governance arrangements** have been agreed. The Inspection Preparation Group has been stood down and replaced with the **CQC Project Team Group**. Two new task and finish groups will sit alongside this and will provide updates to QAB and the CMT Oversight and Assurance Group



# Questions, Comments & Feedback...

