

Open Report on behalf of the Care Quality Commission

Report to:	Adults Scrutiny Committee
Date:	6 April 2016
Subject:	Care Quality Commission - Adult Social Care Inspection Update

Summary:

This is a short report to provide the Adults Scrutiny Committee for Lincolnshire with a position statement on the progress and themes coming out of the Care Quality Commission's (CQC) inspections of Adult Social Care services in Lincolnshire.

When considering this report it is important for the Committee to bear in mind that the CQC is not subject to Local Authority Scrutiny, and the relationship is an informal one based on an understanding, trust and joint aspiration to improve services by sharing insight and complementing each other's roles. The Committee is asked to bear in mind that the CQC is neither a commissioner nor a provider of services. The role of the Care Quality Commission is to monitor, inspect and regulate all health and social care services in England to ensure that they meet fundamental standards of quality and safety within the framework of the Health and Social Care Act 2008.

Actions Required:

- (1) To consider the information presented on the themes arising from CQC's inspections of ASC services in Lincolnshire to date.

1. Background

The Care Quality Commission (CQC) began inspecting with the new approach in Lincolnshire in October 2014. There are 377 locations registered in Lincolnshire for the provision of adult social care, of which 92 are registered to provide nursing care. This is a reduction of one nursing home since the CQC last attended the Adults Scrutiny Committee in September 2015.

Inspection Arrangements

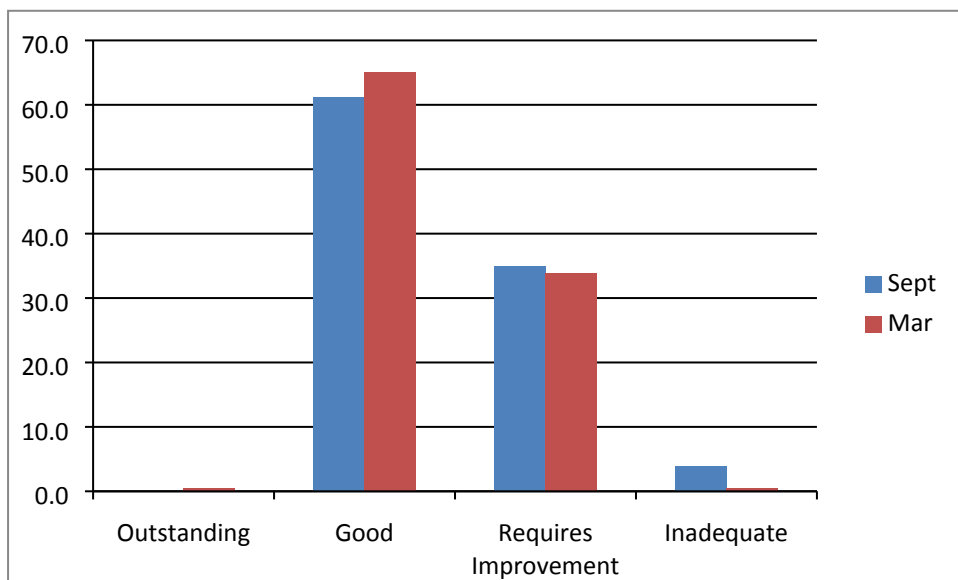
At the last presentation we reported on our new inspection methodology. At the time we had published ratings for 103 services. As well as an overall rating for each service against the five key questions above, each key question is rated against these domains. The following ratings are made:

- Outstanding
- Good
- Requires improvement
- Inadequate

Inspection Findings

Since October 2014, the CQC has inspected and published ratings of 189 Adult Social Care Services in Lincolnshire and the table below is a summary of our findings (when we last met we had published 103 reports). Where providers are failing to meet the fundamental standards of care we will take enforcement action such as the issue of requirement notices, warning notices, cancellation of registration, placing a service into special measures or, if appropriate, prosecution.

The chart below shows current ratings compared to our last presentation in September 2015.



Rating	September 2015	March 2016
Outstanding		1
Good	63	123
Requires improvement	36	64
Inadequate	4	1

General emerging themes are:

- Importance of leaders who are visible, engage widely with people who use services and staff, promote a strong culture of safety, put in place robust governance systems and plan their resources well
- Having the right number and mix of staff, with the right skills, at all times is integral to providing safe, high-quality care
- Contributory factors were staffing levels, understanding and reporting safeguarding concerns, and poor medicines management
- Having a consistent registered manager in post has a positive influence- outstanding leaders demonstrate passion, excellence and integrity, collaborate with staff and the provider, and ensure people's views and wishes are at the centre of their care

Our strategy for 2016 – 2021 will be published in May 2016. This follows a period of consultation with the public and with stakeholders.

The way that services regulated by CQC are used and delivered is changing. CQC must deliver its purpose with fewer resources. Our ambition is to become a more efficient and effective regulator so that we stay relevant and sustainable for the future.

As well as making continuous improvements to our core operating model, CQC will focus on six themes:

- Theme 1: Improving our use of data and information
- Theme 2: Implementing a single shared view of quality
- Theme 3: Targeting and tailoring our inspection activity
- Theme 4: Developing a more flexible approach to registration
- Theme 5: Assessing how well hospitals use resources
- Theme 6: Developing methods to assess quality for populations and across local areas.

2. Conclusion

The Commission will continue to work closely with commissioners in the local authority and the clinical commissioning groups, sharing information to protect people who use services.

3. Consultation

a) Policy Proofing Actions Required

N/A

4. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document Title	Where the document can be viewed
CQC local area profile	Care Quality Commission

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