



Open Report on behalf of Martin Samuels, Executive Director – Adult Care and Community Wellbeing

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	17 January 2024
Subject:	Proposed actions in response to CQC Assurance Pilot 2023

Summary:

The purpose of this report is to share details of the proposed actions by Lincolnshire County Council in response to the Lincolnshire CQC Assurance Pilot completed in 2023.

Actions Required:

The Adult Care and Wellbeing Scrutiny Committee has asked to consider the proposed actions and to provide feedback to officers for consideration. Officers will consider the feedback from the committee and develop a formal action plan. The action plan will be included within a report to the Informal Executive Committee for consideration in March 2024.

1. Background

In the spring of 2023, Lincolnshire County Council (LCC) agreed to participate in a pilot of the Care Quality Commission (CQC) assurance framework that will be utilised, following evaluation, in the roll out of new inspection arrangements of local authorities' Adult Care and Wellbeing responsibilities under the Care Act 2014. The pilot was undertaken during the summer. The LCC feedback report, published by CQC on 17 November, was shared with the Adult Care and Wellbeing Scrutiny Committee in December 2023 as an information item. The report is attached as Appendix H.

The CQC Assurance Pilot feedback report rated Lincolnshire as "Good". In addition, LCC was also the only local authority of the five involved in the pilot with no areas identified as "Requires Improvement": all nine of the CQC Quality Statements were rated as "Good". It should be noted that none of the five pilot reports gave any ratings of "Inadequate" or "Outstanding", either overall or for any of the individual statements.

Although LCC was rated as "Good" for all nine statements, the feedback report from CQC identified some areas for further consideration. This was entirely expected. This report provides the Adult Care and Wellbeing Scrutiny Committee with details of the proposed actions in response to the areas for consideration that CQC have identified.

It should be noted that LCC completed a self-assessment exercise to inform our preparation for the CQC Assurance Pilot. This process itself had flagged some areas where

improvement action was merited. Work was therefore already agreed and progressed to deliver continuous improvement prior, during and after the assurance pilot. The actions proposed in this report are therefore in addition to that work already completed or in train.

Appendix A to F attached to this report address each of the six areas that CQC identified as needing further consideration. Using a standard template, each appendix provides details of:

- The feedback provided by CQC that requires further consideration
- Work already progressed
- Proposed further actions
- What success will look like

At the December 2023 Adult Care and Wellbeing Scrutiny Committee meeting, a request was made for additional information that may aid local understanding of the Autism agenda. Appendix G therefore provides details of the content of the Autism chapter of the Lincolnshire Joint Strategic Needs Assessment.

Local authorities across England are facing significant challenges in relation to funding levels and sustainability of services, especially in the context of increased population, demographic changes, and an increase in population ill-health. The final actions in response to the CQC assessment will need to be agreed in the context of these challenges. Wherever possible, agreed actions will also contribute to the medium- and long-term financial sustainability of LCC, including seeking to reduce future demand for Adult Social Care services.

The Committee are asked to consider the details provided in this report and the related appendices, and to provide feedback to officers on the proposed actions in relation to each of the six areas identified by the CQC for further consideration.

During February 2024, officers will develop a formal action plan to address the matters CQC have identified and will present that action plan alongside the CQC Assurance Pilot feedback report to the Informal Executive Committee in March 2024. In order to maintain a coherent approach to service improvement, and avoid the risk of duplication or gaps, the actions to address the areas identified by the CQC will be incorporated into a single overarching improvement plan for adult social care, covering not only the CQC recommendations, but also those flagged during the previous self-assessment process and subsequently.

2. Conclusion

The CQC assurance pilot has provided valuable external insight in relation to how LCC is delivering Adult Care and Wellbeing statutory responsibilities. The rating of “Good” against all nine CQC quality statements merits celebration.

The action plan to address the areas of further consideration identified by CQC will help to support LCC’s commitment to continuous improvement.

3. Consultation

a) Risks and Impact Analysis

Risks and Impacts will be considered when developing the Action Plan. At this point the actions in response to the CQC Pilot are proposed.

No specific consultation is required in relation to this report as the actions at this point are only at the stage of being proposed. When developing the formal action plan, the potential for there to be a requirement to undertake consultation prior to implementation will be considered further, as well as risks and likely impact.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Appendix A - Proposed Actions in relation to Financial Assessments and Direct Payments
Appendix B	Appendix B - Proposed Actions in relation to Home Care Survey
Appendix C	Appendix C - Proposed Actions in relation to Information and Advice Offer
Appendix D	Appendix D - Proposed Actions in relation to Adult Safeguarding Communications
Appendix E	Appendix E - Proposed Actions in relation to Autism Pathway
Appendix F	Appendix F - Proposed Actions in relation to Transitions
Appendix G	Appendix G - Details of the Autism Chapter of the Joint Strategic Needs Assessment
Appendix H	Appendix H - Lincolnshire CQC Assurance Pilot Final Letter

5. 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 Assurance Pilot Final Feedback Letter Nov 2023	Appendix H

This report was written by Martin Samuels, who can be contacted on TBC or martin.samuels@lincolnshire.gov.uk.

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