

CQC update

9 October 2023

Nina Eastwood
Operations Manager

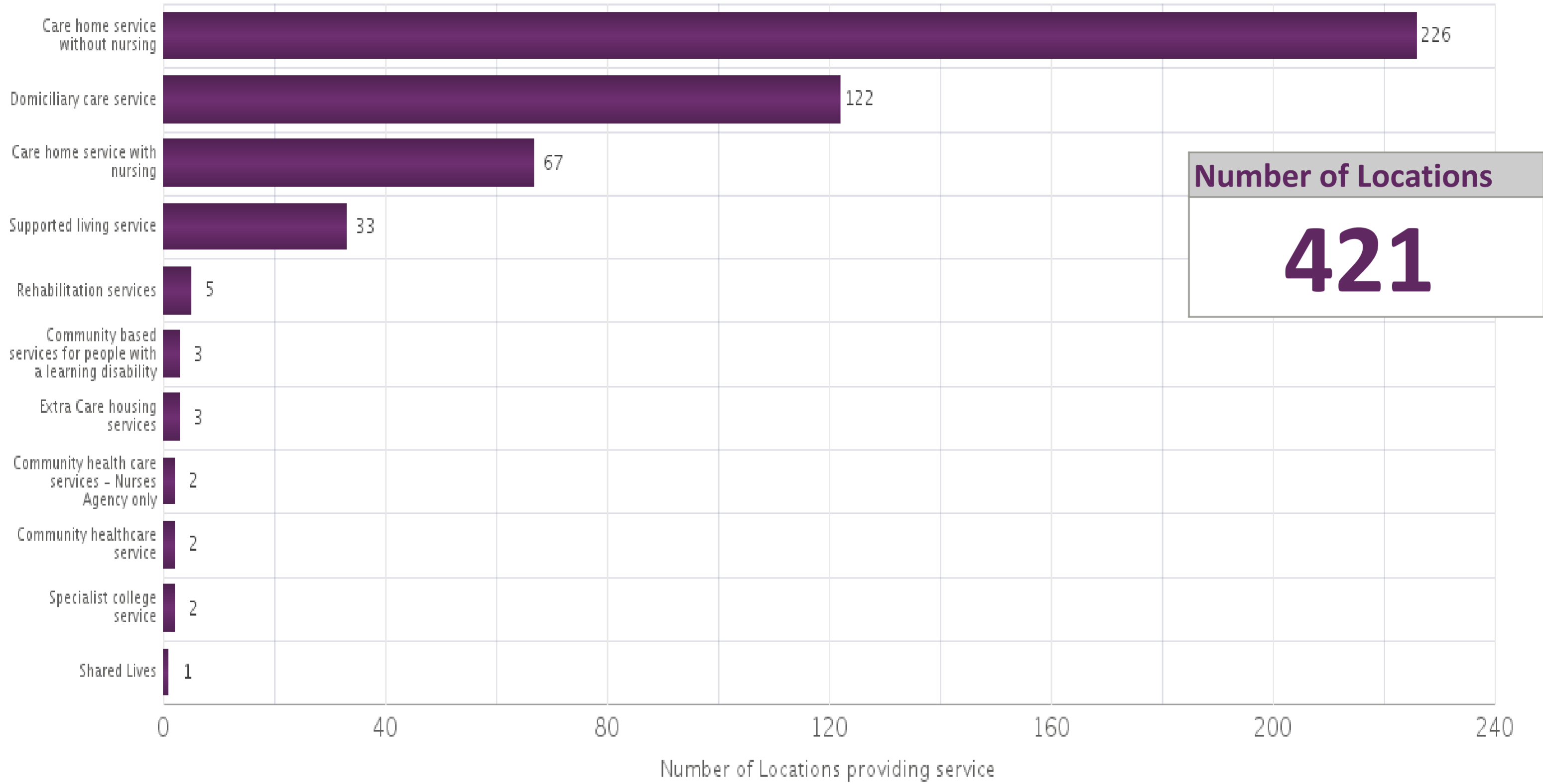
Lincs 1 IAIT



Active Locations in Lincolnshire providing the following services

NB: Locations can provide more than one type of service

Date run: 30/06/2023



Care Homes without nursing in Lincolnshire

Number of locations	Total Number of beds
224	5489

Care home with nursing

Number of locations	Total number of beds
67	3264

ASC Services in Lincolnshire are split as follows (some locations registered for more than one service type);

- Care Homes (without nursing): 226
- Care home with nursing: 67
- Domiciliary care agencies:122
- Supported living: 33
- Other: 18
- 11 services remain dormant (3 of which have been dormant for over 12 months)

Number and percentage of rated Social Care Org services by latest published ratings and Key Question, in Lincolnshire

Not all services have a rating for all Key Questions so totals for individual Key Questions or Overall may be different.

Date run: 30/06/2023

Rating	Safe	Effective	Caring	Responsive	Well-led	Overall
Outstanding	4	2	22	25	28	24
Good	365	404	433	415	323	352
Requires improvement	106	86	43	54	123	101
Inadequate	26	7	1	5	27	24
Total	501	499	499	499	501	501

Rating	Safe	Effective	Caring	Responsive	Well-led	Overall
Outstanding	0.8%	0.4%	4.4%	5.0%	5.6%	4.8%
Good	72.9%	81.0%	86.8%	83.2%	64.5%	70.3%
Requires improvement	21.2%	17.2%	8.6%	10.8%	24.6%	20.2%
Inadequate	5.2%	1.4%	0.2%	1.0%	5.4%	4.8%

	% Rating			
	Outstanding	Good	Requires improvement	Inadequate
Lincs (2023)	6.5%	73.2%	17.7%	2.4%
England (2022)	5.0%	79.0%	15.0%	1.0%

Ratings in Lincolnshire are broadly aligned with the national picture; however, the split of good / requires improvements differs slightly and there are slightly more outstanding and inadequate locations in Lincolnshire than the national average. However, need to note that CQC has not been able to re-inspect a number of the good and outstanding services due to a number of factors.

	# Rating				Total
	Outstanding	Good	Requires improvement	Inadequate	
2021	24	273	59	9	365
2022	23	267	67	8	365
2023	24	268	65	9	366

As of 30 Sept 2023 nine locations were rated inadequate, all of which are care homes. Three have recently been re-inspected and will see improved ratings to either good or requires improvement. However, another two locations have been inspected and rating will be inadequate due to poor care being delivered.

The above figures show that over the last three years the ratings have been consistent.

Key themes from inspections and regulatory activity;

- Staffing continues to be a key pressure point locally and nationally. Issues with recruitment, retention and the availability of agency staff in some rural areas are driving the ongoing staffing difficulties faced by adult social care providers.
- The ratings profile of safe and well led continue to be the most poorly performing areas.
- Having a consistent, effective registered manager in post remains key to the quality and safety of services. There are 35 locations without a registered manager in Lincolnshire, this is a slight decrease from 35 in 2020/21 which may reflect recruitment and retention difficulties in the sector. (a point of note is that some may have registrations in progress at the time of writing this report)
- Financial stability has been a factor in 5 care homes closing since April 2023. Low occupancy being a factor.

■ **State of Care report 2021/2022**

Today, our health and care system is in gridlock and this is clearly having a huge negative impact on people's experiences of care.

People are struggling to access care

Inequalities pervade and persist

Specific concerns

Depleted workforce

Challenges and opportunities in local systems

The future direction of the Care Quality Commission

Our new strategy



Lincolnshire

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Deputy Director
of Operations

Nina Eastwood
Operations Manager

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Operations Manager

Inspectors/Assessors
Regulatory Coordinator
Regulatory Officer

Inspectors/Assessors
Regulatory Coordinator
Regulatory Officer

Our new roles — operations staff will move into new roles next year 2024

Inspector

Completes all onsite inspection activities and works with the Assessor to assess risks, write the inspection report and take necessary action.

Assessor

To continually monitor and assess risk across the IAIT and use this to decide regulatory response. To carry out off-site evidence collection. To work with the Inspector and IAIT to complete assessments and support enforcement action as needed.

Regulatory Coordinator

Main point of contact the IAIT. Manages ongoing engagement & intelligence sharing with providers, stakeholders and local public representatives. Supports the IAIT to ensure that there is an oversight of risk from provider, public and stakeholders.

Regulatory Officer

To work with IAIT colleagues to support in scheduling, preparing and completing assessments.

Our Single Assessment Framework

- We've developed a single assessment framework. This will replace the current four separate frameworks and we'll use it to assess all service types and as the basis for assessing local authorities and integrated care systems
- We confirmed that our ratings and five key questions will stay central to our approach
- We're replacing our existing key lines of enquiry and prompts with 'quality statements'
- We're moving away from separate 'monitor', 'inspect' and 'rate' steps.
- We will assess providers in a more flexible way to provide an up-to-date view of quality

A single assessment framework

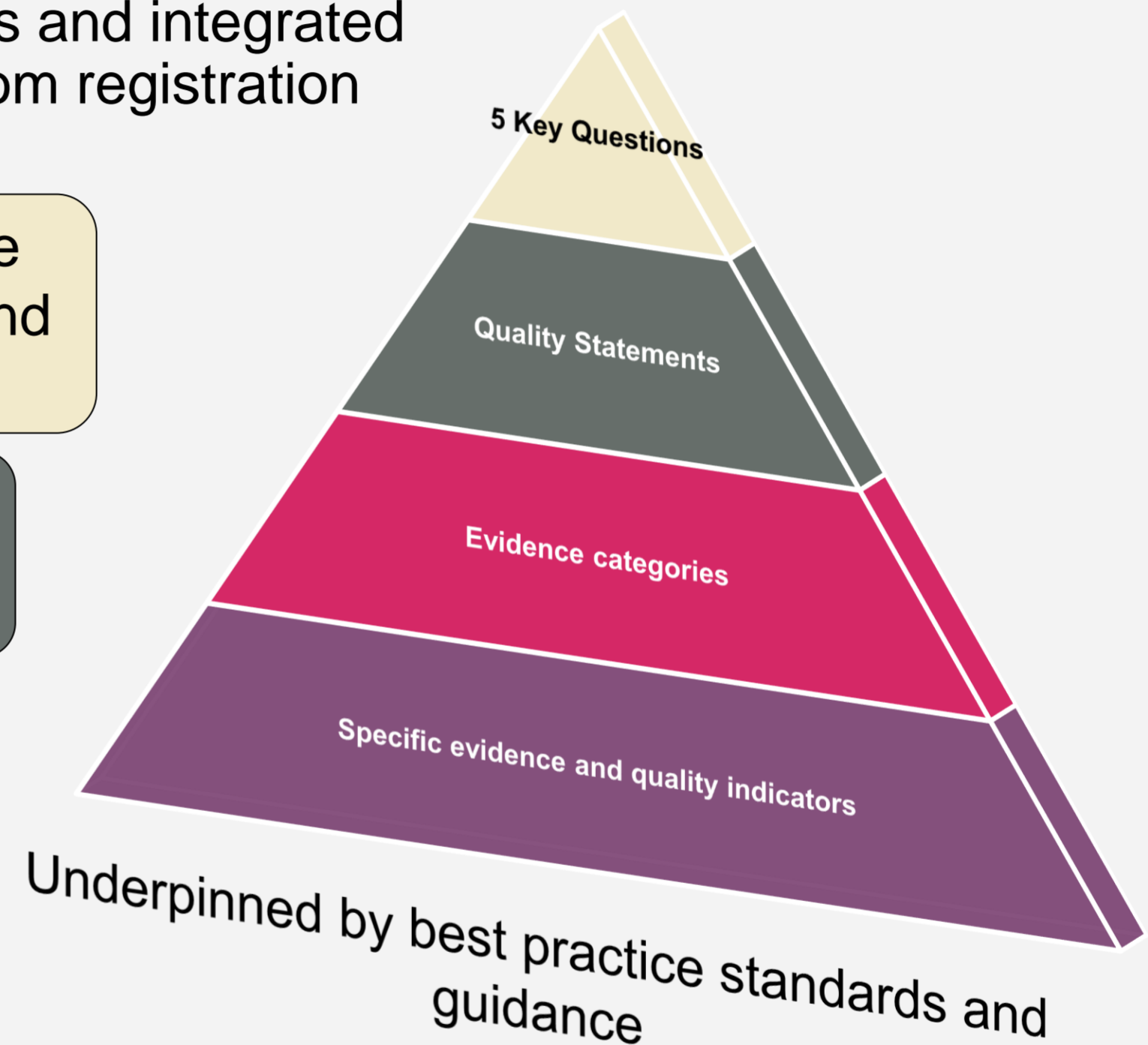
Our framework will assess providers, local authorities and integrated care systems with a consistent set of key themes, from registration through to ongoing assessment

Aligned with “I” statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as “We” statements; the standards against which we hold providers, Local Authorities and Integrated Care Systems to account

People’s experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group



<https://www.cqc.org.uk/page/single-assessment-framework>

The 5 key questions and topics

Safe

- Learning culture
- Safe systems, pathways and transitions
- Safeguarding
- Involving people to manage risks
- Safe environments
- Safe and effective staffing
- Infection prevention and control
- Medicines optimisation

Effective

- Assessing needs
- Delivering evidence-based care and treatment
- How staff, teams and services work together
- Supporting people to live healthier lives
- Monitoring and improving outcomes
- Consent to care and treatment

Caring

- Kindness, compassion and dignity
- Treating people as individuals
- Independence, choice and control
- Responding to people's immediate needs
- Workforce wellbeing and enablement

Responsive

- Person-centred care
- Care provision, Integration, and continuity
- Providing information
- Listening to and involving people
- Equity in access
- Equity in experiences and outcomes
- Planning for the future

Well-led

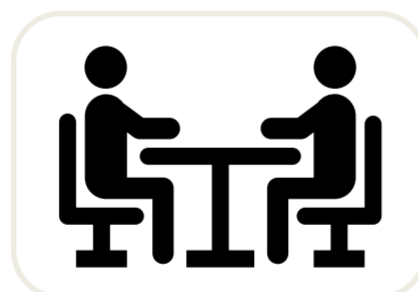
- Shared direction and culture
- Capable, compassionate and inclusive leaders
- Freedom to speak up
- Governance and assurance
- Partnerships and communities
- Learning, improvement and innovation
- Environmental sustainability
- Workforce equality, diversity and inclusion

Evidence categories

- We have defined six evidence categories: People's Experiences, Feedback from Staff and Leaders, feedback from Partners, Observation, Processes and Outcomes
- All evidence we collect will fit into one of these categories
- Not all categories will be required for all quality statements – this will be tailored to service type and quality statement
- Evidence categories will be assigned a score on a four point scale for each quality statement (where they apply)
- We will specify which evidence is key to assessment for each service – our starting point is our current frameworks and guidance but **we are seeking stakeholder input on this**



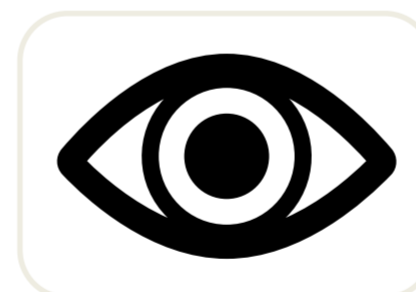
People's Experiences



Feedback from staff and leaders



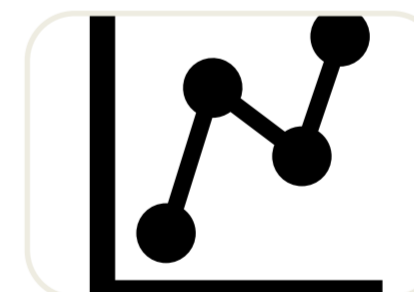
Feedback from partners



Observation



Processes



Outcomes

More information about the Single Assessment Framework

[Single assessment framework - Care Quality
Commission \(cqc.org.uk\)](https://www.cqc.org.uk)