

READING HEALTH AND WELLBEING BOARD

DATE OF MEETING:	16 th JULY 2021		
REPORT TITLE:	Care Quality Commission (CQC) Reading Local System Review (Jan 2019) - Action Plan Closure		
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ORGANISATION:	READING BOROUGH COUNCIL		

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Care Quality Commission (CQC) led a Local System Review across Health and Social Care system in Reading during October 2018. The focus of the Review was on services for older people 65 and over. Progress on the resulting Action Plan (Jan 2019) has been reported previously to the Health and Wellbeing Board. This report is being submitted to confirm that the actions agreed with system partners have been completed and the Action Plan is now closed.
- 1.2 The final update will be submitted to the Department of Health & Social Care with a recommendation to close the CQC Action Plan (Jan 2019) (*Appendix 1*)

2. RECOMMENDED ACTION

- 2.1 *To note that the Actions identified from the CQC System Review are complete*
- 2.2 *To acknowledge that the final System Action Plan will be sent to the Department of Health & Social Care with a recommendation that the review is closed*

3. POLICY CONTEXT

- 3.1 The Reading Health & Social Care System was selected for a Review, based on the significant improvements that it had made to its performance in reducing delayed transfers of care (DTC) in 2017/18.
- 3.2 The Review was carried out under Section 48 of the Health and Social Care Act 2008. Which gives the Care Quality Commission the ability to explore issues wider than their usual regulatory work.
- 3.3 The Reading System Review followed on from 20 System Reviews carried out between August 2017 and July 2018. The findings from these were published in a report called "Beyond Barriers: How older people move between health and social care in England."¹

¹ <https://www.cqc.org.uk/publications/themed-work/beyond-barriers-how-older-people-move-between-health-care-england>

- 3.4 The review process consisted of analysis of the local area performance data, an analysis of a range of information available from National Data collections, as well as CQC's own data.
- 3.5 The Reading System Leaders were provided opportunities to give their own perspective on the challenges faced in their local area, as well as an opportunity to share the value of the positive outcomes for service users, as part of the review process.
- 3.6 The Local System Review explored how people moved between health and social care organisations, and the mechanisms that are in place to achieve a timely response to the health and social care needs.
- 3.7 The final report was published by the CQC on 17th January 2019.

4. SUMMARY OF THE ACTION PLAN

- 4.1 The Report suggested 4 key areas for improvement, and these are addressed and prioritised in the action plan. (Appendix A)
 - i. Strategic Development Governance and System Alignment
 - ii. Operational Delivery and Workforce
 - iii. Commissioning and Market Management
 - iv. Communication & Engagement
- 4.2 The Action Plan combined several agreed tasks and outcomes that were either in the planning stages at the time of the Review or were a response to suggestions and findings of the Review inspection team.
- 4.3 The progress column details the work to date and the relationship between the actions and who is responsible. The RAG rating column details the status.
- 4.4 There was a strategic shift in relation to the governance structure that was implemented after the CQC review, with the development of the Berkshire West Integrated Care Partnership (ICP), which reports into the Unified Executive (UE) and Berkshire, Oxfordshire and Buckinghamshire Integrated Care Service (BOB ICS). Reading have representation at all levels of that framework and the Reading Integration Board reports into the ICP. This has strengthened our position in respect of all four key areas noted in the CQC Review (see 4.1 above).

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 The Reading Health and Wellbeing strategic priorities that related to the Reading Review in 2018/19 were:
 - Supporting people to make healthy lifestyle choices
 - Reducing loneliness and social isolation
 - Making Reading a place where people can live well with dementia
 - 5.2 It was noted in respect of Strategic Aim 6. "Making Reading a place where people can live well with dementia", that 5 key system partners referred to this strategy and policy context
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that was relevant to both the individual organisations involved along with joint working initiatives, in their submissions to the CQC.

- 5.3 As the review specifically focussed on those over 65 and with Dementia, it provided a useful reflection for the system, highlighting what works well and where there are opportunities for improving how the system works for people using our services.

6. ENVIRONMENTAL AND CLIMATE IMPLICATIONS

- 6.1 *The Council declared a Climate Emergency at its meeting on 26 February 2019 (Minute 48 refers).*
- 6.2 This report summarises the response to the CQC Action Plan (Jan 2019) and completion of those actions. No new services are being proposed or implemented that would impact on the climate or environment.

7. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 *Section 138 of the Local Government and Public Involvement in Health Act 2007 places a duty on local authorities to involve local representatives when carrying out "any of its functions" by providing information, consulting or "involving in another way".*
- 6.2 The CQC Reviewers used a variety of methods to ensure full engagement was undertaken across the locality. Areas of the community were involved in specially arranged focus groups. One of these was with the local voluntary sector partners and another with groups of carers. The Reviewers visited services such as lunch clubs and sheltered housing and day centres that are accessed by Reading's older population and so had direct contact with individuals who used the services. The case tracking evidenced an individual's interactions with all of the organisations involved in the review. The Review also included a relational audit which was a questionnaire sent out to a wide range of partners and users of services to establish how relationships were working between the partner organisations. Healthwatch, Voluntary sector, Community and Social Enterprise partners (VCSE) were involved in the interviews and focus groups.
- 6.3 The membership of the Reading Integration Board (RIB), which includes representatives from health, social care and voluntary sector, have been sighted on progress and had the opportunity to contribute to, and comment on, the progression against the actions noted in the plan.

8. EQUALITY IMPACT ASSESSMENT

- 8.1 *Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to—*
- *eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
 - *advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
 - *foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*
- 8.2 As this paper notes updates to an existing action plan with no recommendations related to changes in service and equality impact assessment is not relevant.

9. LEGAL IMPLICATIONS

- 9.1 The Care Quality Commission (CQC) were commissioned to carry out a targeted programme of Local System Reviews under section 48 of the Health and Social Care Act (2008).
- 9.2 This particular review process was commissioned by the Secretaries of State of Health and Social Care and Housing, Communities and Local Government.
- 9.3 CQC has powers under section 63(2) (b) of the Health and Social Care Act 2008, that allow them to access peoples' medical and care records. They do not need a person's consent in order to do this. All personal and confidential information reviewed as part of their onsite activity was handled in line with CQC's information governance code of practice.²

10. FINANCIAL IMPLICATIONS

- 10.1 The potential for any increased costs of any proposals and recommendations were minimal as the Action Plan's main focus was about strengthening the strategic development of joint working, and improvements in services already in-situ.

11. BACKGROUND PAPERS

- 11.1 *CQC System-wide Action Plan (Jan 2019)-Closure 2021(Final)*
- 11.2 The findings from the 20 previous reviews that have been completed to date, nation-wide, can be found in the CQC publication "Beyond Barriers", which is available at: <https://www.cqc.org.uk/publications/themed-work/beyond-barriers-how-older-people-move-between-health-care-england>

² [CQC Policy statement on on information security and governance](#)