

HEALTH AND WELLBEING BOARD

DATE OF MEETING:	17th January 2020		
REPORT TITLE:	Care Quality Commission (CQC) Reading Local System Review - Action Plan Quarterly Update		
REPORT AUTHOR:	Seona Douglas	TEL:	0118 937 2094
JOB TITLE:	Director of Adult Health and Care Services	E-MAIL:	seona.douglas@reading.gov.uk
ORGANISATION:	Reading Borough Council		

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 To provide an update of the Action Plan as a result of the Care Quality Commission (CQC) led Local System Review that the Reading system across Health and Social Care was subject to during October 2018. The focus of the Review was on older people 65 and over.
- 1.2 The Reading Health and Social Care System comprises of Reading Borough Council, Berkshire West CCG, The Royal Berkshire Hospital, Berkshire Healthcare Foundation Trust (BHFT) and the South Central Ambulance Service. In addition to the providers of health and social care services, Healthwatch, the Voluntary and Community-Sector organisations have been fully engaged.
- 1.3 The requirement of the Health and Social Care system is to devise an Action Plan in response to the recommendations of the Report. (Appendix A) .

2. RECOMMENDED ACTION

- 2.1 To note the quarterly update of that action plan.

3. POLICY CONTEXT

- 3.1 It is important to note that the Reading System was selected for a Review, based on the significant improvements that it has made to its performance in reducing delayed transfers of care (DTC) across the last year.
- 3.2 The Review was carried out under Section 48 of the Health and Social Care Act 2008. This gives CQC the ability to explore issues wider than their usual regulatory work.
- 3.3 The Reading 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.”

- 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 was also asked to provide a System Overview Information Return. (SOIR) The SOIR was submitted prior to on the on-site fieldwork and provided and enabled system leaders 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.
- 3.6 The Local System Reviews 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 CQC on their website on 17th January 2019.

4. THE PROPOSAL AND KEY DEVELOPMENTS

- 4.1 The Action Plan combines 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.
- 4.2 The Report suggested areas for improvement, and these are addressed and prioritised in the action plan. (Appendix A)
- 4.3 The action plan for this quarter has been updated to show the progress against each of the actions in the period since it was agreed. The update has been provided by the named action owner as nominated by their organisation.
- 4.4 The progress column details the work to date and the relationship between the actions and who is responsible. The RAG rating column details the progress. Where an action remains rated as Red then this is due to the agreed timescale for completion being somewhat in the distance and the remaining work.
- 4.5 Key achievements since this report was last presented:
 - Review of Rapid Response pathway across Berkshire West commenced in November and includes all system partners
 - Public Health managements data packs have been produced for each PCN in Reading and have been distributed
 - Workforce workshop for PCNs held in October with focus on the additional roles coming into Primary Care
 - Awareness has been raised over the last few months, with the following activities taking place:
 - Speed Dating events to link ASC and the 3rd Sector.
 - Spotlight on the voluntary sector - regular item in GP e-newsletter.
 - Refresh of Caring in Reading information pack.
 - More than half of the Actions in this report are now complete

5. CONTRIBUTION TO READING’S HEALTH AND WELLBEING STRATEGIC AIMS

- 5.1 The Reading Health and Wellbeing Strategy priorities that relate to the Reading Review:

1. Supporting people to make healthy lifestyle choices
2. Reducing loneliness and social isolation
3. Making Reading a place where people can live well with dementia

5.2 Strategic Aim 6. Making Reading a place where people can live well with dementia. The system overview return that the 5 key organisations submitted to CQC referred to the strategy and policy context that is relevant to both the individual organisations involved along with joint working initiatives. However, it specifically focussed on those over 65 and with Dementia and so 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 services.

6. COMMUNITY & STAKEHOLDER ENGAGEMENT

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 area. 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 will have direct contact with individuals who use these 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, Community and Social Enterprise partners (VCSE) were involved in the interviews and focus groups.

7. EQUALITY IMPACT ASSESSMENT

7.1 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.

7.2 All aspects of the Adult Services teams undertake Equality Impact Assessments; however this was not required in this instance CQC and the Review Team were mindful of the equality framework and how it impacts on their visits and meetings. As well as qualified inspection staff they are always accompanied by experts by experience who were involved in the visits and focus groups. There was also a Relational Audit sent out by CQC across a wide range of user groups to ensure a wider proportion of people were given an opportunity to express their opinions and share their experiences.

8. LEGAL IMPLICATIONS

- 8.1 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).
- 8.2 This particular review process was commissioned by the Secretaries of State of Health and Social Care and for Housing, Communities and Local Government.
- 8.3 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 will be handled in line with CQC's information governance code of practice.

9. FINANCIAL IMPLICATIONS

- 9.1 The potential for any increased costs of any proposals and recommendations are minimal as this Action Plan's main focus is about strengthening the strategic development of joint working, and improvements in services already in situ. Consideration will need to be given to any changes alongside each organisation's financial envelope.

10. BACKGROUND PAPERS

- 10.1 CQC Local System Review - Reading
- 10.2 Action Plan
- 10.3 The findings from the 20 previous reviews that have been completed to date, nationwide, 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>