**CQC Assurance visit preparation - Overview** 

Briefing for Health Care and Wellbeing scrutiny committee 27 January 2025

### Aim of briefing

To provide the Health Care and Wellbeing scrutiny committee with an overview of preparation for an anticipated visit from the Care Quality Commission

## Overview of briefing

- The CQC's framework and approach
- What will happen when the CQC visit Herefordshire?
- What are we doing to prepare?

The CQC's framework and approach

#### Our duties under the Care Act 2014

CQC Assurance will measure how well we are performing against our statutory duties as set out in **Part 1 of the Care Act 2014**.

The Care Act specifies the general legal duties that Local Authorities have towards every individual living in their local area, regardless of whether they have needs for care and support, eligible needs, or neither. These duties apply regardless of how long individuals have been living in the local area for. **These general duties are**:

Promoting individual wellbeing

Preventing needs for care and support

Promoting integration of care and support with health services

**Providing information and advice** 

Promoting diversity and quality in provision of services

**Co-operating** 

Safeguarding adults at risk of abuse or neglect

#### The CQC framework is made up of 4 themes:

# Theme 1 – Working with People

- Assessing needs
- Supporting people to live healthier lives
- Equity in experience and outcomes

# Theme 2 – Providing Support

- Care provision, integration and continuity
- Partnerships and communities

# Theme 3 – Ensuring Safety

- Safe systems, pathways and transitions
- Safeguarding

# Theme 4 - Leadership

- Governance, management and sustainability
- Learning, improvement and innovation

For each theme, the CQC has set out 'I' and 'We' quality statements.

Detail located here: Local authority assessments - Care Quality Commission (cqc.org.uk)

### **Alignment with Council Plan**

PEOPLE



Themes 1, 2, 3 and 4.

Themes 2 and 4.

We will enable residents to realise their potential, to be healthy and to be part of great communities that support each other. We want all children to have the best start in life. PLACE



We will protect and enhance our environment and ensure that Herefordshire is a great place to live. We will support the right housing in the right place and do everything we can to improve the health of our rivers.

Themes 1 and 2.

GROWTH



We will create the conditions to deliver sustainable growth across the county; attracting inward investment, building business confidence, creating jobs, enabling housing development and provide the right infrastructure. TRANSFORMATION



We will be an efficient council that embraces best practice, delivers innovation through technology and demonstrates value for money.

Themes 1, 2, 3 and 4.

UNDERPINNING THEME - PARTNERSHIP WORKING

Partnership working is central to Herefordshire Council's success and to delivering the best results for our residents. We are stronger together and the council will always work to build strong, effective partnerships to ensure our county is much more than the sum of its parts.

Themes 1, 2, 3, 4.

What will happen when the CQC visit Herefordshire?

#### Notice of assessment



 The CQC will inform the Director of Adult Social Care that they will be assessing the authority and requesting information.

#### Information return

 The CQC will request a range of information before their onsite visit, to be provided within 3 weeks. They will use this, alongside publicy available data, to inform their onsite visit.

#### Onsite visit

 A CQC Assessment team will visit for 3 to 4 days, during which they will meet a range of people including frontline practitioners, the Principal Social Worker, people who draw on care and support and carers. providers. partners and leaders.

#### Draft report and rating

· The CQC team will review all the evidence they have collated against the nine quality statements and provide a draft report with an overall rating. The Council will have an opportunity to fact check the report.

#### Report published

 The CQC will publish their report with an overall rating, and a rating against each of the four themes. What are we doing to prepare?

Preparing to Shine Getting CQC ready



# Preparation for CQC process – key tasks

Information return

Case tracker

Self Assessment Leadership presentation

Learning from others

Supporting staff to prepare

Supporting key stakeholders to prepare