

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

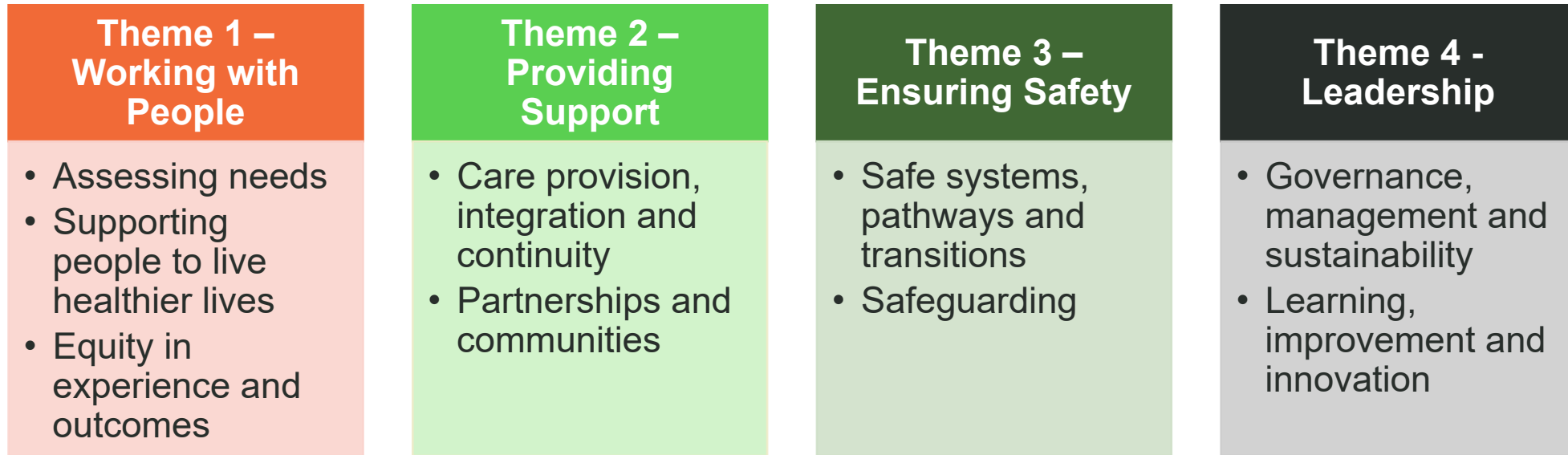
Providing information and advice

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:



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

Detail located here: [Local authority assessments - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/local-authority-assessments)

Alignment with Council Plan

PEOPLE



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.

Themes 1, 2, 3 and 4.

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.

Themes 2 and 4.

TRANSFORMATION



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

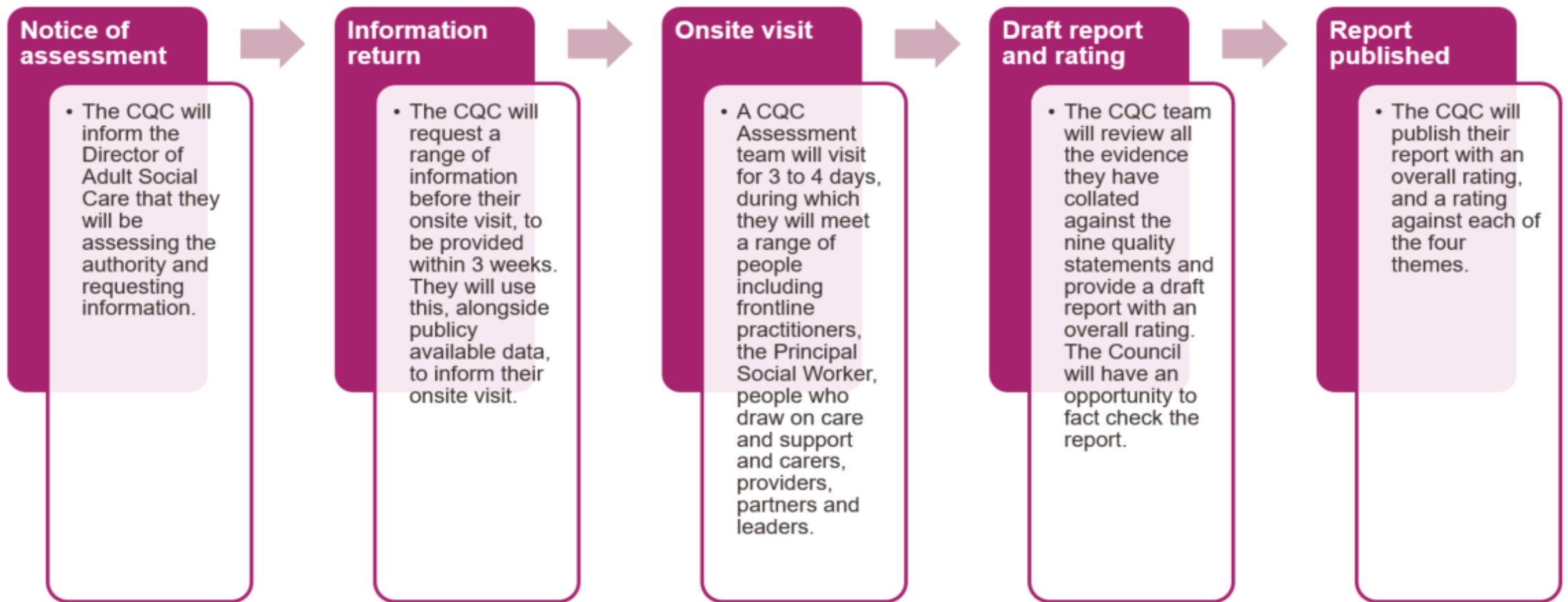
Themes 1, 2, 3 and 4.

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?**



**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