

**REPORT TO:** Health and Wellbeing Board

**DATE:** 27<sup>th</sup> March 2019

**REPORTING OFFICER:** Director of Adult Social Services

**PORTFOLIO:** Children, Education and Social Care

**SUBJECT:** Care Quality Commission (CQC) Local System Review – Progress Report

**WARD(S)** Borough-wide

## 1.0 PURPOSE OF THE REPORT

1.1 To present a summary of the CQC Local System Review Progress Monitoring Report (Appendix 1) to the Board for information.

2.0 **RECOMMENDATION: That the Board note the report.**

## 3.0 SUPPORTING INFORMATION

### 3.1 *Background*

The Care Quality Commission (CQC) undertook a local system review in Halton in August 2017 (report attached at Appendix 2) and the system produced an Action Plan in response to CQC's findings. Following a programme of 20 local system reviews, CQC have been asked by the Department of Health and Social Care to produce progress updates for these. For Halton, the progress report draws on:

- Halton's self-reported progress against their action plan (31/10/18);
- CQC's trend analysis of performance against the England average for six indicators; and
- Telephone interviews with four system leaders involved in the delivery and oversight of the action plan.

### 3.2 Progress against indicators

3.2.1 The review focussed on six performance indicators of:

- A&E attendances (65+);
- Emergency admissions (65+)
- Emergency admissions from care homes (65+)
- Length of stay (65+);
- Delayed transfers of care (18+); and
- Emergency readmissions (65+).

CQC's report on progress against these indicators stated that there

have been no significant changes in A&E attendances and emergency admissions since the review. In terms of Emergency admissions from care homes these have increased a little during 2017/18. Lengths of stay remained similar to the England average, whereas Delayed Transfers of Care and Emergency readmissions both increased and are higher than the England average.

3.2.2 In response to CQC's progress report, the local system responded to CQC with regard to some improvements:

- Emergency Admissions in quarter 3 and 4 of 2017/18 was actually below our long-term average,
- Emergency admissions from care homes the gap between Halton and England is now half what it was two years ago, and Halton has been below their long-term average for 4 of the last 5 quarters.

### **3.3 Progress against Action Plan**

3.3.1 The action plan was split into 7 areas:

- Strategic Vision and Governance
- Workforce
- Market capacity and capability
- Commissioning
- Patient flow
- Delayed Transfers of Care; and
- Actions for winter 2017/18

CQC's review of progress on the action plan reported that there had been good progress made in all of the areas, with a few actions highlighted as on-going or requiring further development.

### **3.4 Stakeholder Reflections**

3.4.1 CQC highlighted the direction of travel for the local system as positive, in particular the development of One Halton, which can focus on the activities that require further development.

### **4.0 POLICY IMPLICATIONS**

4.1 As part of various workstreams highlighted within the local system review, such as the Care Home Development Project and the One Halton Place-Based System, new policies and procedures will be developed as and when required.

### **5.0 OTHER/FINANCIAL IMPLICATIONS**

5.1 None identified.

6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

6.1 **Children & Young People in Halton**  
N/A

6.2 **Employment, Learning & Skills in Halton**  
N/A

6.3 **A Healthy Halton**  
Integrated working at different levels across the local system is vital to ensure that older people have a smooth and efficient health and social care service.

6.4 **A Safer Halton**  
N/A

6.5 **Halton's Urban Renewal**  
N/A

7.0 **RISK ANALYSIS**

7.1 Not having a robust local system could be detrimental to the people of Halton. Investing in initiatives such as One Halton, and projects connected to that will strengthen the system as a whole, and the services that the people of Halton receive.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 **None identified.**

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None within the meaning of the Act.