

REPORT TO: Health Policy and Performance Board

DATE: 11th February 2025

REPORTING OFFICER: Executive Director, Adults

PORTFOLIO: Adult Social Care

SUBJECT: Quality Assurance Framework for use by the Quality Assurance Team

WARD(S): Borough Wide

1.0 PURPOSE OF THE REPORT

1.1 To present the Quality Assurance Framework that is used by the Quality Assurance Team.

2.0 RECOMMENDATION:

RECOMMENDED: That the report be noted.

3.0 SUPPORTING INFORMATION

3.1 The attached Quality Assurance Framework brings together the process, methods and tools that the Quality Assurance Team (QAT) use to gather evidence and intelligence about adult social care services that we commission.

3.2 These quality assurance activities support the delivery of social care commissioned services in meeting and exceeding contractual, regulatory and quality standards.

3.3 The services currently supported by this Quality Assurance Framework are Care Homes, Domiciliary Care and Supported Living.

3.4 This framework has been shared with providers, enabling a consistent and transparent approach when working with them, and other stakeholders, detailing the methods which the QAT will use to establish intelligence to support their quality judgements.

3.5 The Framework enables providers to understand the work of the QAT and various channels of support available to them to

- mitigate risks, or potential risks, to quality, safety or continuity of service provision
- continually improve their services

- prepare for their own CQC inspections
- support sector wide improvements and;
- how quality, risk and safety issues will be escalated and managed, where they occur.

3.6

The Framework outlines the role of Members in the quality assurance process through Councillor visits to care homes (section 4.27).

4.0 **POLICY IMPLICATIONS**

4.1 The work undertaken by the QAT within the scope of this Framework enables the Council to meet its obligations under the Care Act 2014, in relation to market oversight, shaping, sustainability and mitigating risks that may lead to provider failure

5.0 **FINANCIAL IMPLICATIONS**

5.1 None identified

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

6.1 **Improving Health, Promoting Wellbeing and Supporting Greater Independence**

The Framework details how the Council provides support and assurance monitoring of adult social care providers to ensure quality of services that meet the requirements identified through the commissioning and contracting process.

6.2 Building a Strong, Sustainable Local Economy
None.

6.3 Supporting Children, Young People and Families
None.

6.4 Tackling Inequality and Helping Those Who Are Most In Need
None.

6.5 Working Towards a Greener Future
None.

6.6 Valuing and Appreciating Halton and Our Community
None.

7.0 **RISK ANALYSIS**

7.1 A risk Assessment is not required.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 None.

9.0 **CLIMATE CHANGE IMPLICATIONS**

9.1 None.

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

10.1 Care Act 2014.