# System CQC Review in Calderdale

Update to Scrutiny November 2018



## Why did we carry out these reviews?



- Secretaries of State asked CQC to undertake a programme of targeted reviews in local authority areas
- Reviews sat outside CQC's usual legal powers (under Section 48 of the Health and Social Care Act)



The Department of Health and the Department for Communities and Local Government wrote to you on 2 May 2017 confirming that the Care Quality Commission may undertake preparatory work to enable a union of targeted soviews to take place. I would first like to thank you for that work. With agreeness from the Secretary of State for the Department for Communities and Local Government, Land new formally inviting you to begin the reviews

Under Section 48 of the Health and Social Care Act 2008 we are expressing that you initiate CQC reviews in initial twelve areas, as falld out in Amore A, beginning as

The purpose of the reviews is to better understand the pressures and challenges and Mortily any areas for improvements in the provision of health and recial care within a local system, so that people using services are provided with early, timely and high

As agreed with your colleagues, the reviews will be flusted as NHS care and adult social services which are provided at the interface of health and social care, including the insurface between social sure and general primary case, and acute and community health services. The reviews will look at how older people move between health and social case, and the provision of services to these pasels, including software to Delayed Transfers of Care-DToC). The reviews will also look at commissioning screen the health and adult health and social case interface.

you will be aware, Section 48 requires the COC to consider whether the as prameru ou which it ought to advise me, including appropriess lations for special measures if, and when deeped severalary.

sing months I will provide you with a further eight local areas which will gold review between February and April 2018. We will look at the of including 2 amager performing area in those to allow you to draw our to beaute. The suspension of soviews over late Depender and early If he a good opportunity to provide an interior report regarding the abling us to evaluate the methodology and findings to date.

alt time for the NHS and the need to draw our common themes that all True from I realise completing the first 12 seviews in advance of wireast allege and an very grateful for your commitment to dainy everything deliver those is advance of winter. I would be expected if your team can or broads with may officials and their counterports in the Department Ser in and Local Government on this.

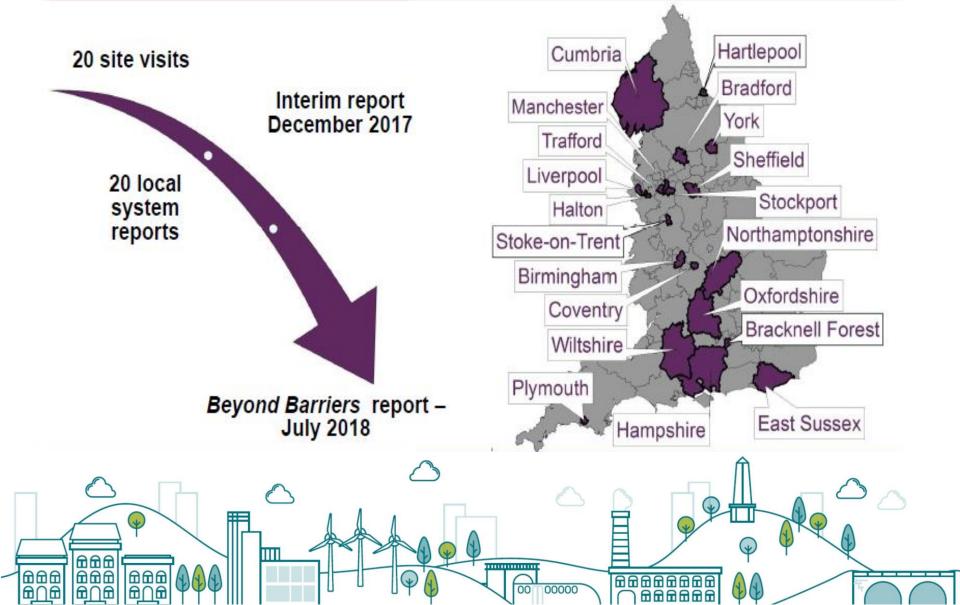
ed to seeing the fludings of this valuable work and continuing to corning to be shared across health and local poverament.

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## Where have we been and what have we delivered?





# Local collaboration and joined-up care

## Golden thread connecting vision to delivery

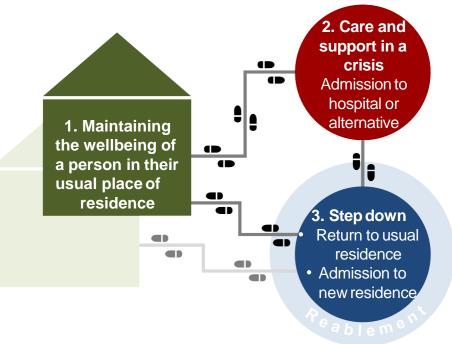
- Meeting the needs of local populations is only achievable through local collaboration
- Putting people first
- Shared vision and strong leadership
- All staff to share that vision and deliver to action





## Approach to reviews

- Focused on the interfaces between social care, general primary care, acute health services and community health services and on older people aged over 65
- Consider system performance along a number of 'pressure points' on a typical pathway of care
- Each area will have a local report and the findings of the reviews will also be used to inform a national report to give overall advice to the Secretaries of State
- Reports will not include ratings and the reviews will not affect existing ratings





### The Review Process (may be subject to change)

Pre-preparation Week 1-3



Preparation Weeks 4-5

and access

People's experience, quality

Review Week 6

Report Writing Week 7-9

Quality Week 10-14

#### Weeks 1-2

- Letter
- Contact request.
- System Overview Information Return (SOIR) sent out.
- Discharge information flow
- · Case tracking
- Call for evidence from inspectors.
- Call for evidence from local stakeholders
- Agree review schedules

#### Week 2 15th - 21st Jan

· Relational audit.

#### Week 3 22nd – 28<sup>th</sup> Jan Review leads:

- Meet senior staff/run through local context
- Attend local events with people living in the area
- Meeting with other local partners
- Cross-directorate inspectors focus group

#### Weeks 4-5

- SOIR returned
- Analysis of documents.
- Analysis of qualitative and quantitative data.
- · Data profile
- Liaison with statutory bodies and others (e.g. NHS England, NHS Improvement, Health Education England, Sustainability and Transformation Partnerships, regional leads).
- Agree escalation process if required.

### (Days should include out-of-hours)

#### Day 1: Focus groups

- · Commissioning staff.
- Provider staff (across broad groups).
- Social workers and occupational therapists.
- People using services, carers and families.
- · VCSE sector.

### Day 2-3: Interface pathway interviews

 Focus on individuals' journey through the interface through services (with scenarios) and case tracking/dip sampling

#### Day 4: Well-led interviews

- Senior leaders
- Sense check with nominated people from key partners

Day 5: Final interviews, mop up and feedback.

Team - 4-5 CQC/ 3-4 SpA

#### Drafting

- · Quality assurance
- Editorial
- Focused report / letter with advice for the area Health and Wellbeing Board (cc other partners
- · Factual accuracy
- Local summit (with improvement partners)
- Publication

Single shared view of quality

6

## **Local Preparation**

- Multi agency group; CMBC, CCG, CHFT, CMBC, GPs. SWYPFT invited
- Planning for an early 2019 review
- Focus:
  - Learning from elsewhere
  - Extracting KLOE from the Calderdale data set
    - Setting up local process to update data monthly
    - Working with Kirklees desktop exercise
  - Preparing narrative
  - Case tracking (6 patients) testing process and doing it for real
  - Working with Healthwatch accessing voices
  - Building a picture of digitisation
  - Learning from CQC inspections in the system



# Questions