



**Telford & Wrekin**  
Co-operative Council

Protect, care and invest  
to create a better borough

# **Care Quality Commission (CQC) Local Authority Assessment Framework**

Presentation to Telford & Wrekin Council's Health and Care Scrutiny Committee  
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Under the Care Act, local authorities have duties to:

- Prevent care needs becoming more serious and delay impact of needs;
- Ensure people can get information and advice and
- Have a range of high quality, appropriate services to choose from

**The overall CQC rating (and scores for quality statements) will be published alongside a narrative report. Likely four rating levels:**

**Outstanding, Good, Requires Improvement, Inadequate.**

## **Key points:**

1. New duty to independently review and assess how Local Authorities are delivering their Care Act functions
2. The assurance framework will go live in April 2023

# Areas of focus and framework

## 1. Working with people (inc unpaid carers)

Assessing needs, care planning and review, direct payments, charging policy, supporting people to live healthier lives, prevention, well-being, information and advice, addressing barriers to access and reducing inequalities in experience and outcomes.

## 2. Providing support

Market shaping, commissioning, workforce capacity and capability, integration and partnership working

## 3. Ensuring safety

Safeguarding enquiries, reviews, Safeguarding Adult Board, safe systems and continuity of care

## 4. Leadership

Culture, strategic planning, learning, improvement, innovation, governance, management and sustainability

Choice, control and personalisation are threaded through the entire framework and approach

### Single Assessment Framework:

Aligned with “I” statements, based on what people expect and need, to bring these questions to life and as a basis for gathering structured feedback

Expressed as “We” statements; the standards against which we hold providers, LAs and ICSs to account

People’s experience, feedback from staff and leaders, feedback from partners, observation, processes, outcomes

Data and information specific to the scope of assessment, delivery model or population group

5 Key Questions

Quality Statements

Evidence

Specific evidence and quality indicators

# Area 1: How LA's work with people (including unpaid carers)

This includes: Assessing needs, care planning and review, direct payments, charging policy, supporting people to live healthier lives, prevention, well-being, information and advice, addressing barriers to access and reducing inequalities in experience and outcomes.

- **Assessing needs** - We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.
- **Equity in experiences and outcomes** - We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.
- **Supporting people to live healthier lives** - We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives, and where possible reduce their future needs for care and support.

*I have care and support that is coordinated, and everyone works well together and with me.*

*I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.*

*I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.*

# Area 2: How LA's provide support

This includes: market shaping, commissioning, workforce capacity and capability, integration and partnership working

- **Care Provision, integration and continuity** - We understand the diverse health and care needs of people and local communities, so care is joined-up, flexible and supports choice and continuity.
- **Partnerships and communities** - We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

*I have care and support that is coordinated, and everyone works well together and with me.*

*Leaders work proactively to support staff and collaborate with partners to deliver safe, integrated, person-centred and sustainable care and to reduce inequalities.*

# Area 3: How Local Authorities ensure safety within the system

This includes: safeguarding enquiries, reviews, Safeguarding Adult Board, safe systems and continuity of care

- **Safe systems, pathways and transitions** - We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.
- **Safeguarding** - We work with people to understand what being safe means to them and work with our partners to develop the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.

*When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.*

*I feel safe and am supported to understand and manage any risks*

# Area 4: Leadership

This includes: culture, strategic planning, learning, improvement, innovation, governance, management and sustainability

- **Governance** - We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.
- **Learning, improvement and innovation** - We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

# Main areas of focus for Adult Social Care in 2023

- **Flow through the system and access**
- **Market Shaping**
- **Unpaid carers**
- **Direct Payments**
- **Prevention and Early Intervention**
- **Workforce**
- **Quality Assurance and user feedback**
- **Co-production of place-based strategies (e.g. Autism, Carers, Mental Health)**
- **Safeguarding self-assessment**