



CQC Local System Review Hampshire 2018

**Hampshire Health and Wellbeing Board
11 October 2018**

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BACKGROUND & PURPOSE

- Following the government's 2017 Spring Budget announcement of additional funding for adult social care, the Secretaries of State for Health and for Communities and Local Government asked the Care Quality Commission (CQC) to carry out a programme of **targeted 'system' reviews in local authority areas**
- CQC have reviewed health and social care systems in **20** local authority areas to find out how services are working together to support and care for **people aged 65 and older**
- Interim report and final report now published ***Beyond Barriers*** (July 2018)
- The review aimed to better understand the pressures and challenges within the system as a whole to highlight where **things are working well as well as areas for improvement** in the provision of health and social care in Hampshire



PROCESS & PLANNING

- The review was led by a Lead Reviewer supported by teams of CQC Reviewers and Specialist Advisors
- **Key lines of enquiry** used to determine how the system is working to:
 - Maintain the wellbeing of the population in their usual place of residence
 - Respond to crisis
 - Support people to return to their usual place of residence or a new place of residence
- The programme was led by the Director of Adults' Health and Care supported by a Senior Officer and **project and programme management support**
- All arrangements were **overseen by senior executives across all partner organisations who come together as the Health and Wellbeing Executive Group**

REVIEW TIMETABLE

Local system review timeline



<p>Weeks 1-2</p> <ul style="list-style-type: none"> 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 <p>Week 2</p> <ul style="list-style-type: none"> Relational audit. <p>Week 3</p> <p>Review leads:</p> <ul style="list-style-type: none"> 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 	<p>Weeks 4-5</p> <ul style="list-style-type: none"> 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. 	<p>(Days should include out-of-hours)</p> <p>Day 1: Focus groups</p> <ul style="list-style-type: none"> Commissioning staff. Provider staff (across broad groups). Social workers and occupational therapists. People using services, carers and families. VCSE sector. <p>Day 2-3: Interface pathway interviews</p> <ul style="list-style-type: none"> Focus on individuals' journey through the interface through services (with scenarios) and case tracking/dip sampling <p>Day 4: Well-led interviews</p> <ul style="list-style-type: none"> Senior leaders Sense check with nominated people from key partners <p>Day 5: Final interviews, mop up and feedback.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">People's experience, quality and access</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Single shared view of quality</p> <p>Team – 4-5 CQC/ 3-4 SpA</p>	<ul style="list-style-type: none"> 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
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KEY FINDINGS



Strengths include:

- a consistent and shared purpose, vision and strategy across all organisations in support of people
- a strong understanding of the health and social care needs of Hampshire's population
- good examples of inter-agency work at a strategic and operational level
- a commitment to providing opportunities for people receiving services and their representatives and carers to influence service development
- an advanced use of digital tools to provide support to people and to enable staff in different organisations to share information, reducing unnecessary duplication



KEY FINDINGS CONTINUED

11 recommendations for improvements including:

- Greater oversight and assurance of actions and progress
- Streamlining the hospital discharge processes equitably across Hampshire
- Addressing the workforce challenges as a collective
- Opportunity for greater joint working including joint commissioning and planning, pooled funding and join up of services more consistently
- Improved partnerships, collaboration and trust, particularly with voluntary and independent sector



ACTION PLANNING & FUTURE GOVERNANCE ARRANGEMENTS

- Detailed **action plan** submitted on 20 July 2018
- Development of the action plan was supported by an **Improvement Partner** (Social Care Institute for Excellence)
- Monitoring and oversight by Department of Health and Social Care through **National Partner** support
- Oversight will be by the **Health & Wellbeing Board** and Health and Wellbeing Executive Group
- Introduction of an **Improvement and Transformation Board** to include oversight of CQC areas for improvement through a number of cross cutting and related integration themes

12 MONTH ACTION PLAN IN SUMMARY

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