



# **CQC Local System Review Hampshire 2018**

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

**Graham Allen, Director, Adults' Health & Care**



## 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

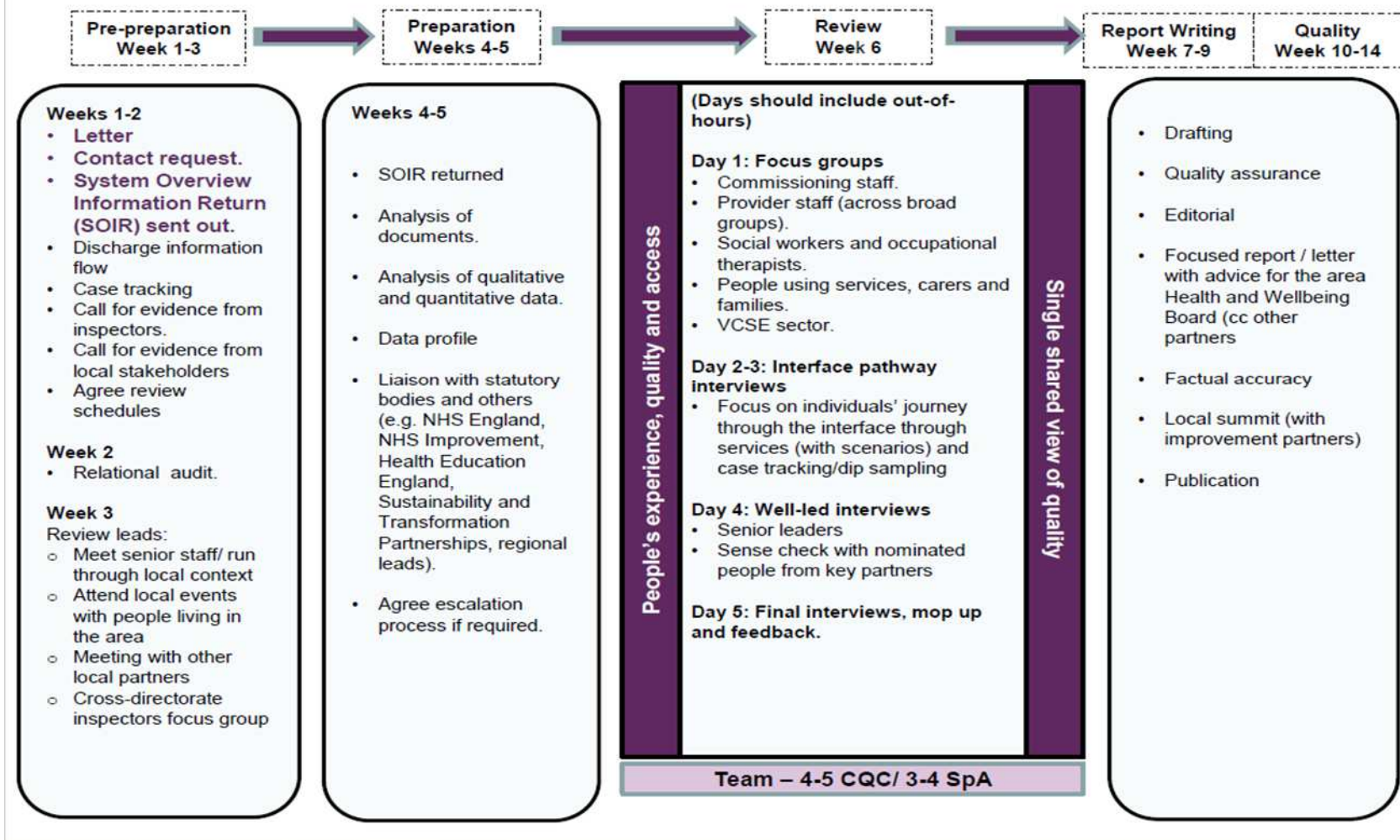


## PROCESS & PLANNING

- 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





## 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

