

HAMPSHIRE COUNTY COUNCIL

Report

Committee:	Health and Adult Social Care Select (Overview and Scrutiny) Committee
Date:	10 July 2018
Title:	CQC Local System Review
Report From:	Director of Adults' Health and Care

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1. Purpose of Report

- 1.1. The purpose of this report is to update the Health and Adult Social Care Select (Overview and Scrutiny) Committee following the Care Quality Commission (CQC) Local System Review. CQC published the Local System Review of Hampshire on 21 June 2018, following a summit with health and care system leaders, partners and other stakeholders on 20 June 2018. CQC's report is an Appendix to this report for information.
- 1.2. The Hampshire Health and Care System is required to produce an Action Plan to address the findings of the Review, by 20 July 2018. An update on the action plan will be presented to the Committee on 10 July.
- 1.3. The Select Committee is invited to comment on the issues identified in CQC's report, to contribute to the Action Planning process, which is being led by the Director of Adults' Health and Care on behalf of the County Council and NHS local system leaders. The Action Plan will be signed off by the Hampshire Health and Wellbeing Board.

2. Contextual Information

- 2.1. In 2017, the Care Quality Commission (CQC) was asked by the Secretaries of State for Health and Communities and Local Government to undertake a programme of targeted reviews in 20 local systems. The purpose of the reviews was to look at how well people move through the health and social care system in a particular area, with a focus on the interface, and what improvements could be made, focusing on the needs of people over 65.
- 2.2. Hampshire was selected as one of the areas for review. CQC undertook Hampshire's Local System Review between February and March 2018 with an intensive fieldwork visit taking place between 12 and 16 March 2018.

3. Consultation and Equalities

- 3.1. CQC Reviewers met with groups of service users, carers, and patients, as well as a number of voluntary and community sector partners, as part of the main

Review, and also during a two-day pre-Review visit that took place between 21 and 22 February 2018.

3.2. The intention will be to continue to involve users, carers and patients as part of the process of creating and implementing the Action Plan to address the Review's findings.

4. Conclusions

4.1. The CQC report identified many areas of strength across Hampshire's health and social care organisations. These 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;
- Services and the experiences of residents are high in a number of indicators, when benchmarked against other comparable health and care systems nationally.
- a commitment to providing opportunities for people receiving services and their representatives and carers to influence service development; and
- an advanced use of digital tools to provide support to people and to enable staff in different organisations to share information, reducing unnecessary duplication.

4.2. Recommendations for improvements include streamlining the hospital discharge processes across Hampshire to support people to leave hospital as quickly as possible once they are deemed medically fit to do so; improving the recruitment and retention of key groups of staff such as those who deliver home care; and exploiting opportunities to pool funding and join up services more consistently.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	no
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	no
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Other Significant Links

Direct links to specific legislation or Government Directives	
The review was carried out under Section 48 of the Health and Social Care Act 2008 .	<u>Date</u> July 2008

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

There are no equalities impacts arising from this covering report.

2. Impact on Crime and Disorder:

2.1. Not applicable.

3. Climate Change:

a) How does what is being proposed impact on our carbon footprint / energy consumption?

No impact identified.

b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No impact identified.