



Adults, Wellbeing & Health Scrutiny & Improvement Committee

2 December 2024

CQC Assurance Update

Adults Social Care



Care Quality Commission Assurance

- Previous external assurance regime ended in 2010.
- Replaced by sector led improvement (for us through North East ADASS).
- Health and Care Act 2022 reintroduced external assurance.
- There is a single assessment framework. This will apply to providers, local authorities and integrated care systems.
- It consists of:
 - ✓ five key questions (safe, effective, caring, responsive and well-led)
 - ✓ four-point ratings scale (outstanding, good, requires improvement and inadequate)

Adults Social Care



How will they assure:

Initial desktop research and evidence gathering by CQC
Complete

An authority is selected for assurance and is informed
Informed 20 May 2024

We provide a self-assessment, evidence and a sample of case files
Complete

Onsite visit by CQC then takes place
Week of 4 November 2024

They will talk to staff, partners, adults & carers
Complete

We received initial feedback
13 November 2024

Draft Report Received for Checking
Jan/ Feb 2025

Final Report Agreed
Feb/Mar 2025

Report Published
Mar/Apr 2025

Adults Social Care



Care Quality Commission High Level Feedback – The Good Stuff

- We know our strengths and challenges.
- Management were visible and approachable.
- Staff feel valued and motivated.
- People who used services generally had a positive experience and we supported them in a strengths based way.
- Carers generally had a good experience of the service.
- The transfer of care hub and the integrated single point of access were good examples of integrated working.

Care Quality Commission High Level Feedback – The Bad Stuff

- The adult social care strategy was new, but it contained a lack of focus around the strategic priorities and there was a lack of clarity around its outcomes.
- Lots of improvements planned and ongoing, but how everything is aligned wasn't clear.
- Smaller voluntary organisations often felt excluded as we contract with larger organisations.
- The direct payment offer was traditional in nature.
- Co production and Equality, Diversity & Inclusion were not embedded at a strategic level.