

	<p align="center">Brent Health and Wellbeing Board 22 January 2024</p>
	<p align="center">Report from the Corporate Director of Care, Health, and Wellbeing</p>
	<p align="center">Cabinet Member for Public Health and Adult Social Care - Cllr Neil Nerva</p>
<p align="center">Update on Preparations for CQC Local Authority Assurance</p>	

Wards Affected:	All
Key or Non-Key Decision:	Non-key
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
List of Appendices:	<p>Appendix 1 - Presentation slides – Briefing for Health and Wellbeing Board (attached)</p> <p>Appendix 2 - CQC Assurance pilot site reports link</p> <p>Appendix 3 - DHSC Adult Social Care intervention flowchart link</p>
Background Papers:	None
Contact Officer(s): (Name, Title, Contact Details)	<p>Rachel Crossley Corporate Director of Care, Health, and Wellbeing rachel.crossley@brent.gov.uk</p>

1.0 Executive Summary

- 1.1 This paper is intended to update the Health and Wellbeing Board on the Council's preparations for inspection by the Care Quality Commission (CQC) and provide further information on what partners can do to support ASC in its assurance work.
- 1.2 Legislative changes mean that local authorities, including adult social care services, are being inspected by the CQC for the first time in over a decade. The CQC will rate the extent to which it feels Brent Council is fulfilling its statutory duties. For the Adult Social Care (ASC) Directorate this primarily constitutes Part 1 of the Care Act 2014.

- 1.3 The CQC has continued to share information on its inspection approach since March 2023, including an updated framework, a programme of pilots, a review of data and documentation across England, and new timelines that have pushed dates for the first tranche of inspections back.
- 1.4 The CQC has introduced a new Single Assessment Framework (SAF) against which the Local Authority, and all other health and care organisations in England, will be assessed.
- 1.5 Adult Social Care has developed a comprehensive CQC assurance preparation approach aimed both at ensuring the Directorate is in the best possible position in case of inspection in the short term, and at embedding a dynamic self-assessment and assurance process as business as usual in the Directorate.
- 1.6 CQC assurance preparation has already highlighted positive outcomes in some areas where improvement plans need to be developed and actioned.
- 1.7 The attached PowerPoint presentation provides more information on the CQC assurance framework, our work to respond to this and contributions partners can make to support Adult Social Care.

2 Recommendation(s)

- 2.1 To note the progress on preparing for inspection, and the continued work to integrate CQC preparation work, improvement action, and transformation work within the ASC Directorate.
- 2.2 To identify any further support needed to understand Health and Wellbeing Board's collective and individual accountabilities within the Single Assessment Framework.

3.0 Contribution to Borough Plan Priorities & Strategic Context

- 3.1 The vision for Adult Social Care in Brent is:

Working with you to live your best life.

- *We will work with residents and carers, as partners in their own care and support, to live independent, safe, happy, and fulfilling lives.*
- *We will enable and support our staff and partners to meet our community's needs and deliver excellent outcomes for you.*
- *It will be everyone's business to create a culture of continuous improvement, with inclusion, equity, and equality at its heart.*

- 3.2 Delivering against this vision, Adult Social Care will contribute directly to delivering against Brent's Borough Plan, in particular a priority to create "A Healthier Brent" but also "Thriving Communities."

3.3 As shown in the presentation slides, the CQC Assurance Framework domains and We Statements are well aligned with these ambitions.

4.0 Stakeholder and ward member consultation and engagement

4.1 A series of sessions have been held for Service, Team, and Deputy Team Leaders across the Adult Social Care Service to ensure they are fully sighted on the CQC Assessment Process, details of the SAF, inspection timelines, and the preparations being made, and to ensure information is cascaded down to their frontline staff.

4.2 Development of the self-assessment has involved systematic engagement with the Director of Adult Social Services, Management Team, Service Leads, Team Leads, and Deputy Team Leads, including those responsible for our front door in Brent Customer Services. This engagement, in one-to-one, group interview, and workshop form. Feedback from the previous staff surveys and carers survey have also been reviewed and considered as part of the CQC self-assessment process.

4.3 Extensive engagement work was carried out with frontline staff in September 2023. These 'focus group' sessions gathered feedback from frontline staff on their experience of working in the Service and fed these into our self-assessment. Furthermore, the sessions ensured staff were aware of the legislative changes outlined in this paper, with the aim of demystifying the process of CQC assurance.

4.4 Wider partner engagement sessions have also started, with a session at the end of 2023 for the Integrated Care Partnership Executive, this report at health and wellbeing and a item at the Council's scrutiny committee at the end of January.

5.0 Financial Considerations

5.1 There are no direct financial or budgetary implications associated with the changes and work set out in this report.

6.0 Legal Considerations

6.1 If the Council is not meeting its statutory duties as set out in the Care Act 2014 and is rated inadequate by the CQC, it may be subject to intervention by the Secretary of State.

7.0 Equality, Diversity & Inclusion (EDI) Considerations

7.1 One of the CQC's nine quality statements relates to equalities, both in terms of equality of access to, experience of, and outcomes from services delivered and commissioned by Adult Social Care, and in terms of the social care workforce. The self-assessment process will evaluate the Council's performance against CQC guidance and feed any areas of concern into the Directorate's refreshed Transformation Programme.

8.0 Climate Change and Environmental Considerations

8.1 These proposals have no direct impact on the Council's environmental objectives and climate emergency strategy.

9.0 Communication Considerations

9.1 The CQC internal and external communications projects set out future activities for informing, consulting and engaging staff, members, services users, carers, providers, and health partners around the CQC assurance process, self-assessment themes and related improvement activities. These activities include:

- Briefings: Regular updates in existing forums (internal and external) to keep stakeholders informed on our assurance preparation process, self-assessment narrative and transformation work, and to seek feedback.
- Resource packs: Resource packs have been developed for managers, leaders, and members. These will include key messaging around CQC tailored to different audiences, as well as ready-made CQC comms resources (including flyers and digital assets) for distribution and discussion at briefings, team meetings and consultations with residents.
- Communications assets: Development of digital newsletter spotlights (including internal newsletters and the resident magazine) to provide updates on CQC. Posters and flyers for distribution in the Brent Civic Centre and at community events providing key information around CQC.

Report sign-off:

Rachel Crossley

Corporate Director of Care, Health and Wellbeing