

CQC Local System Review – Sheffield 2018

Introductory Briefing (January 2018)

1 Introduction

- 1.1 The Care Quality Commission (CQC) has recently announced that Sheffield will be included in its next phase of Local System Reviews of local health and social care systems.
- 1.2 Local areas have been selected based on a dashboard of metrics indicating how health and social care partners in every local authority area in England are performing at the interface between health and social care. Sheffield compares poorly with other local authorities on these measures (although there have been some recent improvement), and this has contributed towards the decision to review us at this time.
- 1.3 Although this comes at a busy time for us, the review offers us a good opportunity to further develop how we work together across health and social care, to improve how the system works for people using services, and to showcase good practice across our organisations.
- 1.4 Sheffield Council will take the lead on the planning/logistics for the review, but this will be in full partnership with health services.

2 What is a CQC local system review?

- 2.1 The Secretaries of State for Health and for Communities and Local Government have asked CQC to carry out a series of targeted reviews of local health and social care systems. These focus on how services meet people's needs and how care providers work together to care for people aged 65 and older.
- 2.2 The overarching question is: *How well do people move through the health and social care system, and what improvements could be made?*
- 2.3 The review will look at:
- Are older people supported to stay well and to continue to live in their home?
 - What happens when someone needs more care, for example, they need to go to hospital?
 - Are they supported either to return home safely, or to move somewhere new that meets their needs?
- 2.4 The Reviews include looking at how NHS trusts, GP practices and social care providers are working together, as well as how services are commissioned to meet people's needs. They do not currently look at specialist commissioning or mental health services.

3 Why are CQC conducting the reviews?

- 3.1 To help local areas understand
- How well people move through their health and social care system

- The “pressure points” on that journey
- What is working well and what could be improved

3.2 Where a need for improvement is identified, this will lead to a tailored offer of support to ensure those areas facing the greatest challenges can improve rapidly.

4 Planning Timetable – 14 week process:

4.1 Preparation stage– (weeks 1-5, starts 29 Jan):

- We will receive an information request in w/c 29 January, which key partner organisations will need to work together to produce and return within 4 weeks (the ‘System Overview Information Request’).
- We will also need to provide supplementary information, for example contact details for a questionnaire which will go to key partners to help inform how effective our local relationships are (a “Relational Audit”, issued w/c 05 Feb). Partners such as Health Watch may be called on to provide additional evidence. All this information will complement information that CQC already holds, through its normal regulatory activity and some information held by other organisations (such as NHS England).
- W/c 12 Feb we will have a two-day initial site visit from CQC, where they will meet with partners and local people.
- Around w/c 19 Feb Receive a ‘data profile’ of Sheffield from CQC

4.2 Main Site Visit – (week 6, 5th - 9th March):

- There will then be a 5 day site visit from a review team (the team will include CQC reviewers and external experts such as senior NHS, local authority leaders and people who have experience of using health and social care services).
- The site visit will include CQC meeting with people using services, front line staff and local system leaders including the Health and Wellbeing Board, local authority, clinical commissioning groups and health and social care providers.

4.3 Reporting and next steps – from mid-March to end of April:

- Following a report writing and quality assurance stage, CQC will report the review findings to Sheffield’s Health and Wellbeing Board around the end of April/early May. The report will identify where improvements need to happen and areas of good practice.
- This will be followed by a “local summit” which will be an opportunity for national partners and the local area to come together to negotiate and agree what improvement support is needed.
- Once the review is finished, CQC will publish the final report.

5 What next?

5.1 Organisational leads were identified late Dec 2017, with Leadership planning starting in early January 2018. Communications with staff and partners will be a crucial part of this.

5.2 If you have any questions at this stage, please talk to your manager.