

Appendix B – Self- Assessment of Bradford Council against CQC assurance framework in December 2022

Quality statement: Assessing needs

We maximise the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

I have care and support that is coordinated, and everyone works well together and with me.

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.

Summary (What good looks like?)

- People with care and support needs, unpaid carers, those who fund or arrange their own care and communities have the best possible wellbeing outcomes because their care and support needs are assessed in a timely and consistent way; assessments and care and support plans are co-produced, up-to-date and regularly reviewed; support is coordinated across different agencies and services and decisions and outcomes are transparent.
- People's care and support reflects their right to choice, builds on their strengths and assets, and reflects what they want to achieve and how they wish to live their lives.

How do we think we are doing?

		Your response
1	The wellbeing principle is embedded throughout the local authority care and support system and is clearly promoted when carrying out all care and support functions.	Tend to agree
2	People's care and support reflects their right to choice, builds on strengths and assets, reflects what they want to achieve and how they wish to live their lives.	Tend to agree
3	Assessment and care planning arrangements are person-centred, strengths-based, timely and accessible, and focus on achieving the best outcomes for people; assessments and care and/or support plans are co-produced, and up-to-date; support is co-ordinated across different agencies and services and decisions and outcomes are transparent.	Tend to agree
4	The needs of unpaid carers are recognised as distinct from the person with care needs; assessments, support plans and reviews for unpaid carers are undertaken separately.	Tend to disagree
5	People can easily access the local authority’s care and support services through multiple channels, including online and self-assessment options. There is equality of access for people with different cultural/protected equality characteristics.	Tend to agree
6	The local authority has arrangements to tell people how to access services and facilities for help with non-eligible care and support needs and for referring to other agencies/departments.	Tend to agree
7	The local authority has arrangements to identify and respond to immediate risks to people's wellbeing, while they are waiting for an assessment.	Tend to agree
8	The local authority has an assessment and eligibility framework for adults and unpaid carers (who appear to have a need for care and support) that is transparent, clear and consistently applied; people can appeal against assessment and eligibility decisions, and appeals are heard in a timely way.	Tend to agree
9	The local authority has a transparent, accessible and fair framework for charging adults who receive care and support services after their individual needs and financial situations have been assessed; the framework is used consistently.	Strongly agree

10	The local authority has assessment teams who are appropriately trained and with the experience and knowledge necessary to carry out assessments, including specialist assessments.	Tend to agree
11	Unpaid carers have access to information, training, support and equipment required to undertake their caring role safely and effectively.	Tend to agree
12	Assessments for adult social care in the community and any subsequent care and support plans include people's medicines support needs.	Tend to agree
13	People have timely access to direct payments; processes are easy to use and enable people to maximise their choice and control about how to meet their support needs.	Tend to disagree
14	People have access to independent advocacy services to support adult and unpaid carers with assessment, care and support planning or review if required.	Tend to agree

Quality statement: Supporting people to live healthier lives

We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce future needs for care and support.

I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.

Summary (What good looks like?)

- The local authority works with people, partners and the local community to make available a range of services, facilities and other measures to promote independence and support people to prevent, delay or reduce their needs for care and support.
- People in the area have access to the information and advice they need to make informed decisions about how their care and/or support needs are met.

How do we think we are doing?

		Your response
1	The local authority works with people, partners and the local community to make available a range of services, facilities and other measures to promote independence, and to support people to prevent, delay or reduce their needs for care and support.	Tend to agree
2	The local authority has a clear, co-produced strategy to prevent, delay or reduce care and support needs and a coherent and adequately resourced delivery plan. The plan is informed by data about the local population, including the Joint Strategic Needs Assessment and it seeks to address local priorities and inequalities. Specific consideration is given to support the wellbeing of unpaid carers and the needs of people who fund their own care and support.	Tend to disagree
3	The local authority has a range of preventative services and other measures delivered by a diverse range of providers, working collaboratively across the system.	Strongly agree
4	The local authority has arrangements to monitor and evaluate the impact of its prevention strategy and the outcomes for individuals and the community.	Tend to disagree
5	People in the area have equal access to preventative measures that are not subject to eligibility criteria, for example, equipment, adaptations, reablement.	Tend to agree

6	The local authority works with partners to deliver high-quality, responsive intermediate care and reablement services to enable people to return to their optimal independence.	Strongly agree
7	Charging arrangements for preventative services do not lead to inequality of access for people living in the area.	Strongly agree
8	People most at risk of a decline in their independence and wellbeing are identified and prioritised for care and support.	Strongly agree
9	The local authority works with partner agencies, providers and local communities to develop, fund, commission and deliver its prevention strategy.	Strongly agree
10	The local authority promotes innovative approaches to prevention activity, for example technology and digital innovation.	Strongly agree
11	People in the area have access to equipment and minor home adaptations required to maintain their independence and continue living in their own homes. They have information on accessing a Disabled Facilities Grant.	Tend to agree
12	People in the area have access to information and advice on their rights under the Care Act and to enable them to make informed decisions about how their care and/or support needs can be met,	Tend to agree
13	There is enough information and advice on care, support and wellbeing. This is accurate, coherent, accessible and available to all people in the area when they need it, including for people who fund their own care and support, and for unpaid carers.	Tend to agree

Quality statement: Equity in experiences and outcomes

We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.

(NB: this 'I statement' also sits under Assessing Needs QS).

Summary (What good looks like?)

- This quality statement covers (taken from SAF v23):
 - Understanding and addressing barriers to care, support and treatment
 - Understanding and addressing inequalities in experience and outcomes
 - Hard to reach groups/communities.
 - People who are more likely to receive poor care (not in SAF v23).
 - In delivering their Care Act functions, local authorities take action to achieve equity of experience and outcomes for all individuals, groups and communities in their areas; they are required to have regard to the Public Sector Equality Duty (Equalities Act 2010) in the way they carry out their work.
- Section 1, Well-Being Principle in the Care Act relates to this and provides the basis for including the quality statement in the assessment framework:

How do we think we are doing?

		Your response
1	The local authority is proactive in engaging with people more likely to have poor care, seldom heard groups and communities to understand the specific barriers to care and support experienced by them; LA works with those groups to co-produce actions to remove barriers .	Tend to agree
2	The local authority is proactive in engaging with people more likely to have poor care, seldom heard groups and communities to understand the potential and actual inequalities in care and support outcomes; LA works with those groups to co-produce actions to reduce inequalities .	Neither agree nor disagree
3	The local authority has regard to its Public Sector Equality Duty (Equalities Act 2010) in the way it delivers its Care Act functions; there is clear and accessible information relating to people who share protected characteristics and who are affected by the local authority's care and support policies and practices; there are equality objectives which are reviewed at least four yearly.	Strongly agree
4	The local authority has undertaken equality impact assessments of its care and support policies and processes and it has acted on any recommendations arising from them.	Neither agree nor disagree
5	The local authority has clear priorities and objectives regarding improving experiences and outcomes for people who are more likely to have poor care, with a coherent and adequately resourced delivery plan.	Tend to agree

Quality statement: Care provision, integration and continuity

We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.

I have care and support that is coordinated, and everyone works well together and with me.

Summary

- The care and support needs of people and communities are understood; there is a varied and resilient provider market with sufficient capacity to meet demand now and in future.
- Local people, including those who fund or arrange their own care, have access to a diverse range of safe, effective, high quality support options to meet their care and support needs. Services are sustainable, affordable and provide continuity for people.

How do we think we are doing?

		Your response
1	The local authority works with local stakeholders to understand the care and support needs of people and communities, including people who fund or arrange their own care, now and in the future. They use this to shape and develop the market so that people have access to a diverse range of local support options to meet their care and support needs that are safe, effective, affordable and high-quality. These are available when, how and where they need them. There is minimal need for people to receive services or support from outside of the local authority area.	Tend to agree
2	Commissioning strategies are co-produced with stakeholders and people in the local community. Local authority strategies are aligned with the strategic objectives of partner agencies (for example, health, housing, public health).	Tend to agree

3	The local authority works collaboratively with partners so that it commissions models of care and support that are in line with recognised best practice.	Tend to agree
4	The local authority works collaboratively with partners so that contracting arrangements are person-centred, efficient and effective. These support the delivery of high-quality care, experiences and outcomes for people.	Strongly agree
5	The local authority works with partners and neighbouring authorities to respond to specialist needs and to jointly commission specialist services when required. This creates efficiencies and achieves better outcomes for people.	Neither agree nor disagree
6	The local authority works with providers and stakeholders to ensure services are sustainable, affordable and provide continuity for people. Contracting arrangements support this (eg: contract duration supports continuity). The local authority collaborates with service providers to ensure that the cost of care is transparent and fair.	Strongly agree
7	The local authority understands its current and future workforce needs. It works in partnership with care providers, including personal assistants and other agencies, to develop, support and promote a capable and effective workforce. This facilitates and supports quality improvement and encourages training and development for the care and support workforce.	Strongly agree
8	The local authority actively supports innovation in care and support provision, including using incentives or financial support, for example, grants or match funding, where there are gaps or to develop the diversity of care and support options for people in the area.	Strongly agree
9	Unpaid carers have timely access to high-quality replacement care for short breaks and unplanned situations.	Tend to agree
10	Commissioning practices and services delivered on behalf of the local authority comply with the requirements of the Equality Act 2010 and proactively addresses the needs of people with protected equality characteristics.	Tend to agree
11	Everyone can access the care and support they need when they need it.	Tend to disagree

Quality statement: Partnerships and communities

We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement. Leaders work proactively to support staff and collaborate with partners to deliver safe, integrated, person-centred and sustainable care and to reduce inequalities.

Summary

- The local authority actively works towards integrating care and support services with those provided by partner agencies to achieve better outcomes for people who need care and support and unpaid carers and to reduce inequalities.
- There is partnership working to help ensure that care and support meets the diverse needs of individuals and communities. People experience a seamless care and support journey, and their support is co-ordinated across different agencies and services.

How do we think we are doing?

		Your response
1	The local authority works collaboratively with local partners to agree and align priorities and responsibilities. This enables it to identify, understand and address the needs of the whole community, including inequalities.	Strongly agree
2	The local authority recognises the unique contribution of the community and voluntary sector in the provision of care and support and actively promotes their involvement as equal partners.	Strongly agree
3	The local authority has agreed roles, responsibilities and accountabilities with partner agencies for delivering shared priorities, for example Better Care Fund, Continuing Health Care, Hospital Discharge, Delayed Transfers of Care, and Transforming Care. There are enabling mechanisms such as pooled budgets, information sharing arrangements, governance protocols, co-location and integration of staff teams from partner organisations.	Strongly agree
4	The local authority actively works towards integrating care and support services with those provided by the NHS and by other partner agencies, such as housing, employment, transport and leisure. Services work together to provide better outcomes and enhance the wellbeing of people who need care and support and unpaid carers.	Strongly agree
5	The local authority monitors and evaluates the impact of its partnership working on the costs of social care and the outcomes for people. This informs ongoing development and continuous improvement.	Tend to agree
6	The local authority prioritises integration of services in areas such as reablement, intermediate care and end of life care services where evidence shows this improves people's wellbeing. This takes account of the key national and local priorities and objectives.	Tend to agree
7	The local authority works with partners to deliver high-quality, responsive intermediate care and reablement services to enable people to return to their optimal independence.	Strongly agree

Quality statement: Safe systems, pathways and transitions

We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.

- When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.
- I feel safe and am supported to understand and manage any risks.

Summary

- Safety is a priority for everyone, and leaders embed a culture of openness and collaboration.
- Care and support is planned and organised with people, partners, and communities in ways that improve their safety across their care journeys and ensures continuity in care, particularly when people move between different services.

How do we think we are doing?

		Your response
1	Safety is a priority for everyone, and leaders embed a culture of openness and collaboration. The local authority learns from adverse events.	Tend to agree

2	There is strong awareness and monitoring of the areas with the greatest risks to people's safety and wellbeing, and solutions are developed collaboratively.	Tend to disagree
3	Care and support is planned and organised with people, partners, and communities in ways that improve their safety across their care journeys and ensures continuity in care, particularly when people move between different services, or when responsibility for care and support passes between agencies.	Tend to agree
4	The local authority understands where there are risks to the continuity of people's support. It has plans to mitigate and manage them so that people's safety is maintained, for example when moving between children and adult services and discharge from hospital.	Tend to agree
5	The local authority carries out effective and timely transition assessment and planning when young people and carers move from childrens to adult services to ensure a seamless, co-ordinated and person-centred process. There is a clear understanding of responsibilities, including funding arrangements.	Tend to agree
6	Funding decisions or disputes do not lead to delays in the provision of care and support. There are interim arrangements while decisions are being made.	Tend to agree
7	Local authorities ensure continuity of care and support when people move between areas so that they can move without worrying that they will not have the care and support they need.	Tend to agree
8	The local authority can respond to unplanned events and emergencies to minimise the potential risks to people's safety and wellbeing, for example because of a provider closing or suspending its business.	Tend to agree
9	Roles, responsibilities and accountabilities are agreed and recorded. The right training is provided when social care providers are commissioned to provide medicines support and delegated healthcare duties.	Neither agree nor disagree

Quality statement: Safeguarding

We work with people to understand what being safe means to them and work with our partners to develop the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect, We make sure we share concerns quickly and appropriately.

- I feel safe and am supported to understand and manage any risks.

Summary

- Safeguarding enquiries are carried out sensitively and without delay, keeping the wishes and best interests of the person concerned at the centre. People can participate in the safeguarding process as much as they want to. People are supported to make choices that balance risks with positive choice and control in their lives.
- There is a clear understanding of the key safeguarding risks and issues in the area and a clear, resourced strategic plan to address them.
- Lessons are learned when people have experienced serious abuse or neglect and action is taken to remove future risks and drive best practice.

How do we think we are doing?

		Your response
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1	The local authority has a Safeguarding Adults Board that has clear understanding of the key safeguarding risks and issues in the area. It has a clear, resourced strategic plan to address them, and holds local safeguarding partners to account.	Tend to disagree
2	There is a strong multi-agency framework for safeguarding people with care and support needs and the roles and responsibilities for identifying and responding to concerns are clear.	Tend to agree
3	Concerns are investigated promptly to minimise risks to people's safety and well-being.	Tend to agree
4	The local authority sets safeguarding thresholds at a level that is in line with best practice and guidance and they are applied consistently. The scope of safeguarding enquiries includes people who are subject to modern slavery or human trafficking.	Strongly agree
5	There is clarity on what constitutes a safeguarding concern and concerns arising from the quality of services. There are clear pathways for responding to either type of concern.	Tend to agree
6	Information sharing arrangements are in place so that concerns are raised quickly and investigated without delay.	Tend to agree
7	Safeguarding enquiries are carried out sensitively and without delay, keeping the wishes and best interests of the person concerned at the centre. People can participate in the safeguarding process as much as they want to. People are supported to make choices that balance risks with positive choice and control in their lives.	Tend to agree

Quality statement: Governance, management and sustainability

We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

Summary

- There are effective governance and performance management arrangements at all levels. These provide visibility and assurance on delivery of Care Act duties, risks to delivery, quality and sustainability, and people's care and support experiences and outcomes.
- The local authority uses information about risks, performance and outcomes to inform strategy, allocate resources and to deliver the actions needed to improve care and support outcomes for people and local communities.

How do we think we are doing?

		Your response
1	There are effective governance and performance management arrangements at all levels. These provide visibility and assurance on delivery of Care Act duties, risks to delivery, quality and sustainability, and people's care and support experiences and outcomes.	Tend to agree
2	The local authority uses information about risks, performance and outcomes to inform strategy, allocate resources and to deliver the actions needed to improve care and support outcomes for people and local communities.	Tend to agree
3	There are effective governance arrangements at all levels. These support evidence-based delivery of adult social care, oversight of quality, support learning and development, and performance management.	Tend to agree

4	There is a stable adult social care leadership team with clear roles, responsibilities and accountabilities.	Tend to agree
5	Risks in the local authority operating environment, and any political or organisational changes that may affect business, are assessed and mitigated.	Tend to agree
6	The local authority's political and executive leaders are well informed about the potential risks facing adult social care. They reflect these in their corporate risk registers and take them fully into account in their decision-making.	Tend to agree
7	The local authority has effective budget oversight, accountability and governance. It assesses the impact of any budget reductions and whether the level of savings required will affect its ability to meet statutory duties, including comparison with regional and national benchmarking groups.	Tend to agree
8	All levels of governance and management function effectively and interact with each other appropriately.	Tend to agree
9	Equality and human rights and diversity principles are embedded in the local authority's values, culture, and leadership behaviour. Leaders know the current challenges to equality and human rights, and have plans to tackle them.	Tend to agree
10	The local authority has a clear strategic ambition and objectives regarding improving outcomes for unpaid carers, with a coherent and adequately resourced delivery plan.	Tend to agree

Quality statement: Learning, improvement and innovation

We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

Summary

Learning from people's feedback about their experiences of care and support, and feedback from staff and partners is embedded throughout the local authority's work and it informs strategy, improvement activity and decision making at all levels. Coproduction is embedded throughout the local authority's work.

There is an inclusive and positive culture of continuous learning and improvement and this is shared by all leaders and staff across the organisation and with their partners.

How do we think we are doing?

		Your response
1	The local authority designs the system and services around people who need care and support and unpaid carers and the outcomes that are important to them. Services are developed by working with people and their communities. Individuals and communities are involved in decisions at all levels of the system.	Neither agree nor disagree
2	The local authority has arrangements to support improvement, innovation and research, and processes for evaluating and sharing learning.	Tend to agree
3	The local authority embeds learning from people's feedback about their experiences of care and support, and from staff and partners throughout its work. This informs the strategy, improvement activity and decision making at all levels. Co-production is embedded throughout	Tend to agree

	the local authority's work. Improvement plans are monitored and evaluated to ensure they achieve the intended impact and outcomes.	
4	There is a strong focus on continuous learning and improvement. This includes through appropriate use of external accreditation, shared learning, best practice and research.	Tend to agree
5	Innovation and new ways of working, including technology, are encouraged and supported to improve people's health and well-being outcomes.	Tend to agree
6	The local authority challenges its own performance and invites external challenge.	Tend to agree
7	The local authority engages with and contributes to system-wide reviews and demonstrates that it embeds and shares the learning from them.	Tend to agree
8	The local authority seeks guidance and support to improve when necessary. It uses other support organisations when it identifies risks and areas for improvement.	Tend to agree
9	The local authority shares learning, best practice and innovation with peers and system partners to influence and improve how services are delivered.	Strongly agree
10	The local authority actively participates in sector-led improvement activity.	Strongly agree