

## **Report of the Programme Director Integration and Change Board to the meeting of The Health and Wellbeing Board to be held on 13<sup>th</sup> November 2018**

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**Subject:**

**CQC Local System Review – Action Plan Update**

**Summary statement:**

The Care Quality Commission conducted a Local System Review of the Bradford District health and care system between January and June 2018. The findings of the review were positive, and a small number of recommendations were made. The local system, led by the Health and Wellbeing Board, has developed an action plan in response to those findings. This report provides an update on progress.

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James Drury  
Programme Director ICB

Report Contact: James Drury  
Phone: (07970 479 491  
E-mail: [james.drury2@bradford.gov.uk](mailto:james.drury2@bradford.gov.uk)

**Portfolio:**

**Healthy People and Places**

**Overview & Scrutiny Area:**

**Health and Social Care**

## 1. SUMMARY

The purpose of this report is to provide the Health and Wellbeing Board with a status report on the progress which is being made in the completion of the CQC Local System Review action plan. In summary the delivery of the plan is progressing well, with a small number of actions requiring closer attention. Details are set out at Section 3.

## 2. BACKGROUND

- 2.1 The Care Quality Commission (CQC) undertook a Local System Review into the Bradford District health and care system between January and June 2018.
- 2.2 The findings of the review are set out in the CQC's report which is available at <https://www.cqc.org.uk/files/local-system-review-bradford>. It is a positive report that notes the strengths of our local system.
- 2.3 The report identified a small number of recommendations, and our local system worked together to develop an action plan that addresses those recommendations.
- 2.4 The plan is owned by the Health and Wellbeing Board and was approved at the meeting of the Board on 24<sup>th</sup> July 2018
- 2.5 Responsibility for monitoring of the delivery of the plan was delegated to the Integration and Change Board by the Health and Wellbeing Board on 24<sup>th</sup> July (Item 6 resolution 1)
- 2.6 The Health and Wellbeing Board asked that a progress report should be brought to the Board by December 2018 (24<sup>th</sup> July, Item 6, resolution 3)

## 3. UPDATE ON CQC ACTION PLAN

3.1 The action plan contains 26 actions grouped under 9 recommendations made by the CQC. Of those 26 actions 5 are due for completion by the 31<sup>st</sup> October 2018.

3.2 Overall progress to date is positive as indicated in the table below;

	= completed	2
	= on track	14
	= progressing with slippage/ deviation from plan	7
	= not on track	3

3.3 in relation to those actions which are due by 31<sup>st</sup> October 2018 the position is mixed with progress being made but timescales slipping against plan;

	= completed	0
	= on track	2
	= progressing with slippage/ deviation from plan	3
	= not on track	0

- 3.4 The three actions which are rated 'red' (off track) include one which is rated this way because of incomplete reporting due to recent IT issues. An update will be provided once the status of this action has been verified.
- 3.5 The remaining 'red' rated actions relate to 3.3 and 6.2. Action 3.3 is to *“develop a system-wide programme of staff engagement, using personal narrative to reflect person centred approaches in various care settings, to ensure that Happy, Healthy at Home is owned by staff at all levels in all parts of the system. Make sure benefits of the vision for each stakeholder group are clearly articulated.”*
- 3.6 This action is significant and will require concerted effort and prioritisation. To date too much expectation has been placed on in-house communications and engagement teams across partner organisations to deliver this work alongside existing commitments. Additional resources are likely to be required on a temporary basis to support the system to address action 3.3. This has been discussed with ICB and a proposal to address resource requirements has been requested.
- 3.7 Action 6.2 is also rated 'red' *“Safeguarding Adults Board to seek assurance from all local partner organisations on the compliance and effectiveness of their Mental Capacity Act training arrangements”*. Although this has not been progressed to date, there is a plan to address it at the November SAB meeting.
- 3.8 The timeliness of delivery of actions is an issue in roughly 1/3 of all actions. In some cases this has been addressed by agreeing revised delivery timescales (a change log detailing those actions is available if helpful). In other cases delivery is progressing but it is considered that additional focus and prioritisation will be required. Monthly exception reports to ICB will help to address this.
- 3.9 It should however be noted that 14 out of 26 actions are rated 'green' (on track) with a further two actions having been completed ahead of schedule. The work of colleagues to achieve this is to be commended.

#### **4. OTHER CONSIDERATIONS**

- 4.1 At the meeting of the Health and Wellbeing Board on 24<sup>th</sup> July 2018 a report was received on the Prevention and Early Help programme. Indirectly this work is connected to the CQC action plan. Both pieces of work emphasise the development of thirteen Community Partnerships across Bradford District and Craven, and note the importance of widening participation in these Partnerships.
- 4.2 Similarly at the 4<sup>th</sup> September meeting of the Health and Wellbeing Board a report was received on the One Workforce programme. This is also indirectly connected to the CQC action plan. Both are mutually reinforcing and emphasise the importance of partnership with providers in the care sector specifically.

#### **4. FINANCIAL & RESOURCE APPRAISAL**

There are no financial issues arising.

#### **5. RISK MANAGEMENT AND GOVERNANCE ISSUES**

There are no significant risks arising out of the implementation of the proposed recommendations.

## **6. LEGAL APPRAISAL**

There are no legal issues arising.

## **7. OTHER IMPLICATIONS**

### **7.1 EQUALITY & DIVERSITY**

This report does not recommend any change to a policy, practice, strategy, service or function of the Council. It simply updates on progress against a previously agreed plan of action. Therefore there is no equality assessment.

The CQC action plan relates to the functioning of the health and care system for people aged 65 years and over. Therefore the completion of actions which improve the health and care system for this group will have a positive impact on age related equality objectives.

## **8. NOT FOR PUBLICATION DOCUMENTS**

None

## **9. RECOMMENDATIONS**

- (1) That the Health and Wellbeing Board notes the progress with the delivery of the CQC action plan.**
- (2) That ICB be requested to support communications, engagement and organisational development colleagues to devise a new plan for the delivery of action 3.3 of by December 2018.**

## **11. APPENDICES**

Appendix A is the CQC action plan, with progress notes and RAG ratings against each action.

## **12. BACKGROUND DOCUMENTS**

The CQC's report of their Local System Review of Bradford District can be found on their web site at [Local system review: Bradford | Care Quality Commission](#).