



CQC Local Authority Assessment: what does adult social care assurance look and feel like and how can councils prepare?

Chris Badger – Executive Director, Adult Care Services
Hertfordshire County Council



Self-assessment and presentation

- Creating a self-assessment and keeping it updated is a **valuable exercise** in itself
- Ours was @40 pages of **self-reflective** narrative to help CQC shape report
- **Data rich** and hyperlinks to documents balance evidence across the four themes

Pre-visit presentation had two purposes in reality:

1. Explain background and **nuts and bolts** of how you work
2. Opportunity to articulate **strategic narrative** from the self-assessment - showing **self-awareness**



Evidence for CQC Assurance

- Overview >
- 1: Working with people >
- 2: Providing support >
- 3: Ensuring safety >
- 4: Leadership >

Overview

[ASCOF-Benchmarking-2022-23 \(PDF 2Mb\)](#)

[ACS Panel Report - Q2 2023-24 \(PDF 10.5Mb\)](#)

[Connected Lives Gateway update \(PDF 2.1Mb\)](#)

[Adult Care Services Organogram January 2024 \(PDF 313kb\)](#)

[LGA Improvement Plan - Strategic overview \(PDF 173kb\)](#)

[ACS-Flow-and-Demand 2022-23 \(PDF 4.6Mb\)](#)

[Position statement \(PDF 5.1Mb\)](#)

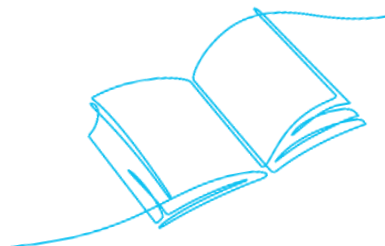
[HCC Preparation for Assurance Peer Challenge March 2023 final \(PDF 316kb\)](#)

[Co-production Briefing \(PDF 214kb\)](#)

Information Return and Data



- Resource intensive but now clear what is expected and can be used as a **tool for improvement**
- Be clear on approach to **risk, e.g. waiting lists, DOLS etc**
- Provide **context and insight** to national performance comparators
- Clear data relating to **Equity, Equality, Diversity and Inclusion**
- Update - as time between notification and assessment can be lengthy and **explain changes**



Selecting and Preparing Staff



- Some control but CQC specified teams to interview, level and role
- **Identify staff now and deliver targeted support to people** – consider:
 - Safeguarding, transitions, front door, selection of frontline practitioners (range of experience and roles), hospital teams, out of hours and Approved Mental Health Practitioners (AMHPs)
- No managers in interviews, some felt a little excluded
- Promote **positive engagement and pride** but do not underestimate anxiety of staff
- All being interviewed had a preparation session with ADASS East, Partners in Care and Health



Cross-Cutting Themes & Lines of Enquiry

- Inequalities, the voice of the person and acting on feedback and co-production
- How well you know your place?
- Support to carers and young carers
- What are you proud of, what is it like to work here?
- Waiting lists – risk management and how you secure assurance?
- Challenge and scrutiny from Members
- Your priorities for the year ahead



Role of Members

