Report to:	**East Sussex Health and Wellbeing Board**
Date of meeting:	**13 March 2018**
By:	**Director of Adult Social Care & Health**
Title:	**Care Quality Commission (CQC) Local Area Review**
Purpose:	**To present the final report and system action plan, and seek agreement to receive quarterly reporting against the plan**

RECOMMENDATIONS:

The Board is recommended to:

1. Note the outcome of the CQC Local Area Review report and final system action plan;

2. Agree to receive quarterly reporting against agreed actions for the duration of the plan; and

3. Note the Board's virtual agreement to review the role, purpose and membership of the East Sussex Health & Wellbeing Board, express any initial views to inform the review and note that a draft proposal will be developed by ESCC's Chief Executive for discussion at a future meeting.

1. Background

1.1   East Sussex participated in the first round of Care Quality Commission (CQC) local system reviews that took place during 2017/18. The focus of the review was the interface between health and social care and the outcomes for older people moving through the system. There was an assessment of the governance in place for the management of resources and of commissioning across the interface; specialist commissioning and mental health services were out of scope.

1.2   CQC reviewers visited East Sussex twice during the course of the review to meet with system leaders; hold workshops with people who use services, carers, and independent and voluntary sector providers; visit acute and community hospital sites, intermediate care sites, walk-in centres, a residential home and St Wilfrid's Hospice; and hold focus groups with staff from across the system. The draft report was received at the beginning of January, with an opportunity for the system to provide comments on factual accuracy.

1.3   The final report was subsequently received by the system on 24 January[1]. The report acknowledges the strength of our shared vision and purpose, maturity of relationships, and focus on prevention and support for people to maintain their wellbeing. Areas for further work

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[1] http://www.cqc.org.uk/publications/themes-care/our-reviews-local-health-social-care-systems

include implementation of the High Impact Change Model, enhanced market capacity and improved discharge processes (further information on areas for improvement in 2.1 below).

2. Supporting information

2.1 Ten areas for improvement were identified in the report, as follows:

- Work is required to develop a wider system vision for the Sussex and East Surrey Strategic Commissioning Partnership (STP) footprint and develop a common framework for prioritising actions and for specifying accountabilities and shared governance arrangements across East Sussex Better Together (ESBT) and Connecting 4 You (C4Y).

- The Health and Wellbeing Board (HWB) would benefit from increased vigour in calling system leaders to account to ensure that the agreed plans and service improvements are delivered, and to ensure whole system integration

- Work is required to ensure that there is a Joint Strategic Needs Assessment (JSNA) for older people which is fit for purpose and can be used to inform strategic commissioning of services across East Sussex

- There needs to be a system-wide response to effectively managing and shaping an affordable nursing home market and increasing domiciliary care

- Work is required to improve access to step-down, reablement and intermediate care facilities across East Sussex through the review of admission criteria

- A review of IT interconnectivity should be completed to ensure appropriate information sharing and a more joined up approach to IT communication is established across health and social care services

- Work towards fully incorporating principles of the High Impact Change model, particularly discharge to assess and the trusted assessor model, needs to be prioritised across the system

- Seven-day working and referral pathways should be aligned across the system to make the systems and process consistent across the East Sussex footprint

- Work should be undertaken to share learning between staff across the system rather than at an organisational level

- Discharge processes need to be reviewed to ensure information is communicated with all involved partners across the system, including families and carers.

2.2 A Local Improvement Summit was convened on 30 January with system leaders from across health and social care, CQC, Local Government Association, NHS England, NHS Improvement, and the Department of Health (attendance list attached at Appendix 1 for information). The Summit provided an opportunity for partners to collaborate on developing the action plan in response to the recommendations from the review. The final plan was subsequently signed off by the Health & Wellbeing Board on 23 February, and is attached at Appendix 2.

2.3 Keith Hinkley, Director of Adult Social Care and Health, East Sussex County Council is the Senior Responsible Officer for the action plan, and delivery will be governed through the

East Sussex Health and Wellbeing Board. Nationally, oversight is maintained by the Department for Health and the Social Care Institute for Excellence (SCIE).

3. Conclusions and recommendations

3.1   The East Sussex Health & Wellbeing Board is recommended to:

1. Note the outcome of the CQC Local Area Review report and final system action plan;

2. Agree to receive quarterly reporting against agreed actions for the duration of the plan; and

3. Note the Board's virtual agreement to review the role, purpose and membership of the East Sussex Health & Wellbeing Board, express any initial views to inform the review and note that a draft proposal will be developed by ESCC's Chief Executive for discussion at a future meeting.

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BACKGROUND DOCUMENTS

None