

Report to:	Health & Social Care Overview & Scrutiny Committee
Date:	19th February 2019
Title:	CQC Local System Review Action Plan – Progress update
Presenting Officer:	Mike Walsh, Service Lead – Commissioning, Adult Social Care Directorate

1. Purpose:	To update the Committee on progress made against the Action Plan and monitoring undertaken by CQC.
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2. Background
<p>In 2017 the Care Quality Commission (CQC) was asked by the Secretaries of State for Health and for Communities and Local Government to undertake a programme of local system reviews of health and social care in 20 local authority areas, of which Birmingham was one.</p> <p>The focus for the review was how well people move through the health and social care system, with a particular focus on the interface between agencies, and what improvements could be made, including delayed transfers of care. The review centred on the experience of people over 65 years old.</p> <p>Following the review, CQC produced a report which detailed their findings and made 17 recommendations for improvements across the Birmingham system. In response to these recommendations an Action Plan was written, which was officially submitted to DoH in June 2018. Actions contained within the plan continue until 2020.</p>

3. Progress made
<p>Actions contained within the CQC Action Plan for the most part fall under the Birmingham Older People's Programme. This programme delivers the multi-agency response in Birmingham on the STP strategic priority of ageing better and later life. There are 3 thematic workstreams delivering these actions - Prevention, Early Intervention and Ongoing Personalised Support - and they report directly to the Birmingham Older Person's Partnership Board. Key progress for the workstreams to date is as follows:</p> <p>Prevention:</p> <ul style="list-style-type: none"> • This workstream's aim is to promote effective integration in health and social care provision and ensure that the assets available within communities are both maximised and utilised to create a strong foundation of support for local communities. • Locality based Neighbourhood Network Schemes (NNS) are being developed to enable engagement with, and investment in, community assets for the purposes of supporting older people to connect to individuals, groups, organisations, activities, services and places in their neighbourhoods. This approach is integral to the new community social work model and the overall investment by Adult Social Care & Health in "Prevention First".

- A funding bid for a Social Prescribing pilot was successful and this pilot is now up and running in South Birmingham.
- An Investing in Communities Strategy is being developed in conjunction with the CCG and the voluntary sector, which will encompass the Social Prescribing and Neighbourhood Network models so that we have an integrated approach to delivery within communities.

Early Intervention:

- The focus for this workstream is the transformation of intermediate care services within Birmingham to deliver better outcomes for individuals and system efficiency. Diagnostic work undertaken in 2017 (Recovery, Rehabilitation and Reablement review) showed that there could be financial benefits ranging from £27.1m to £37.5m pa if the opportunity to transform the system is realised. A Business Case for external support to work with the system to deliver these potential benefits was approved by Cabinet to enable BCC to procure on behalf of the system. Newton Europe, as our selected partner, is now undertaking this work with the programme running up to the end of November 2019.

Ongoing Personalised Support:

- The focus for this workstream is the development of an integrated neighbourhood approach to support services for older people living at home, irrespective of where their home is. Services will encompass: primary care; community health services; community mental health services; social care; and local voluntary sector and will effectively wrap around the individual. Working towards neighbourhood teams serving approximately 50k citizens, the workstream is in the processing of mapping out how this would best work across the city with a view to having 5 locality pilots operational in 2019.
- This workstream is also developing an enhanced support offer to care homes with a view to upskilling staff and reducing emergency admissions into acute settings from care homes.

4. Reporting on the CQC Action Plan and progress monitoring by CQC

Graeme Betts, Corporate Director of Adult Social Care and Health, is Senior Responsible Officer for the Local System Review. Progress is reported to the Health and Wellbeing Board, to the STP Board and ultimately to Department of Health, who have been pleased with progress to date.

CQC wrote to system leaders in October 2018 advising that they had been asked to monitor the improvement made since the review. Their monitoring consisted of reviewing performance data, reviewing progress against the Action Plan, and telephone interviews with key system leaders. In response CQC have provided a draft progress monitoring report – Appendix 1.

CQC's draft report concludes that there is confidence that the Birmingham system will deliver its Action Plan in full with the commitment of local leaders. Comments on the accuracy of CQC's draft monitoring report have been submitted to them and they have advised they will be in touch with a final report, including any next steps, in due course. In the meantime, delivery against the Action Plan continues until 2020.

Appendices
<ol style="list-style-type: none">1. CQC Local System Review Action Plan update 3110182. CQC Birmingham Local System Review Progress Monitoring Report.