

North Tyneside
Local System Reviews

**Adult Social Care, Health and Wellbeing
Overview and Scrutiny Sub Committee**

6 September 2018



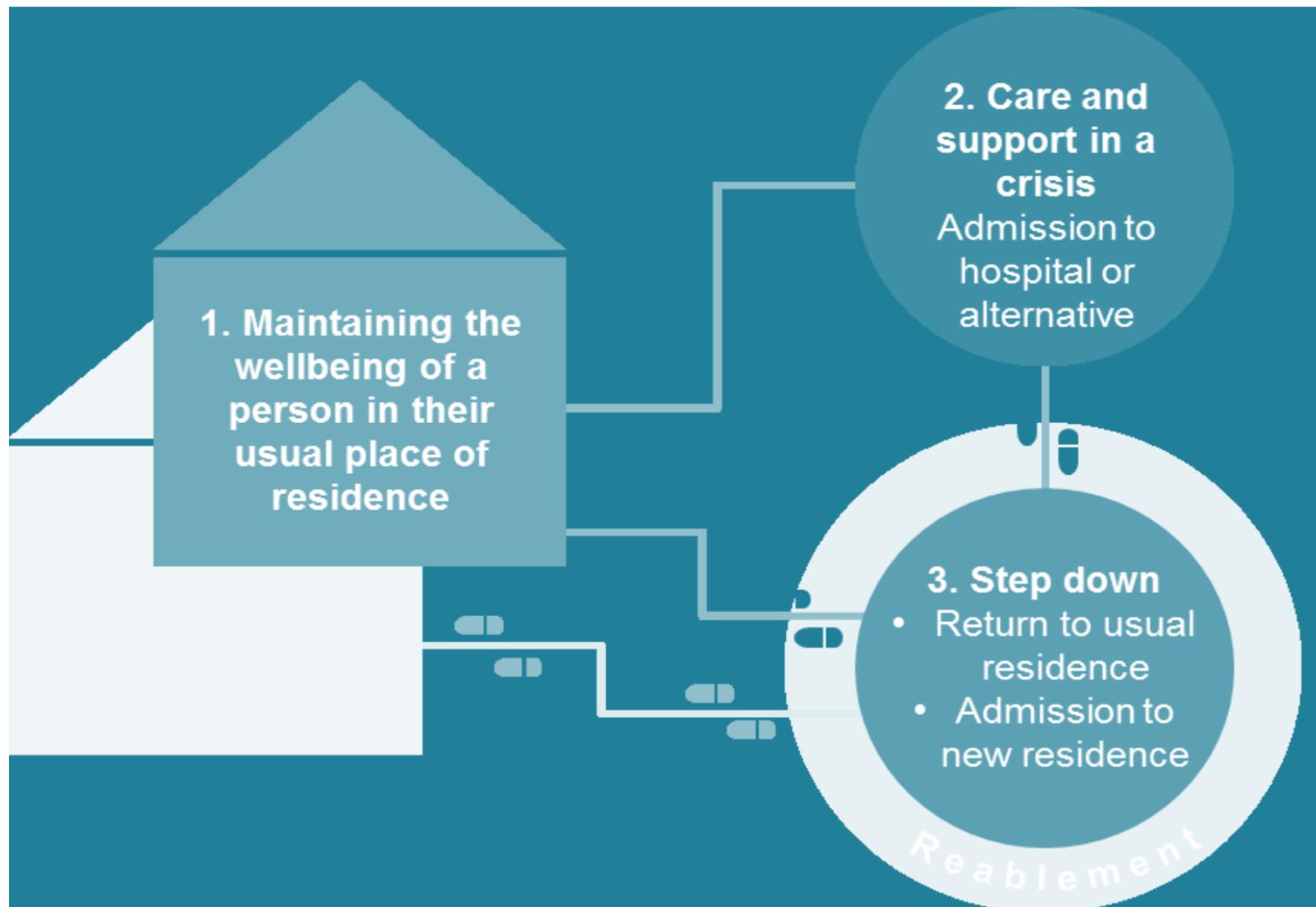
North Tyneside Council

Background

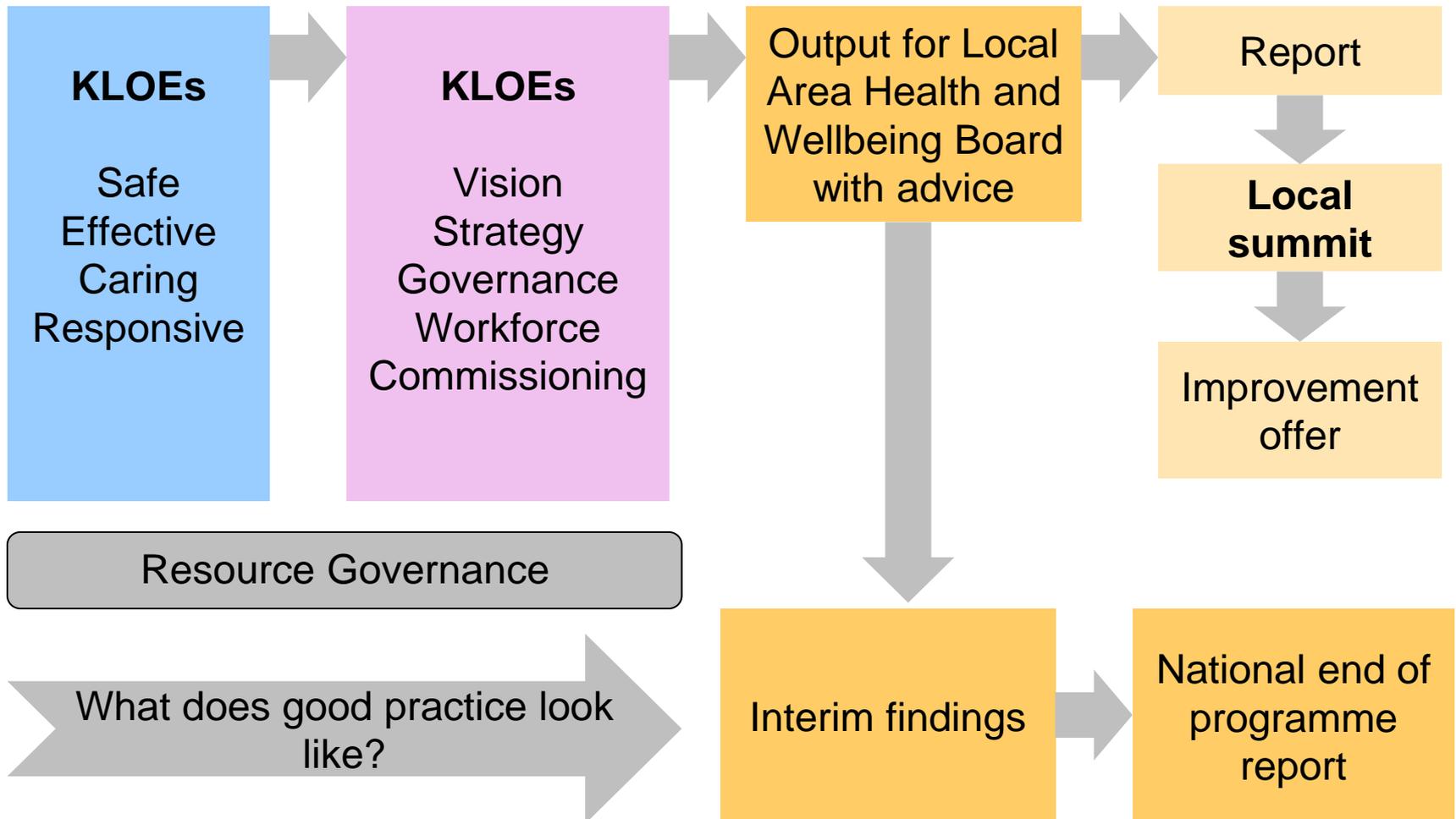
- CQC asked by the Secretaries of State for Health and for Communities and Local Government to undertake a programme of **Local System Reviews (LSRs)** of health and social care in 20 authority areas:
 - A review of **commissioning across the interface** of health and social care
 - Look specifically at how people move between health and social care, **including delayed transfers of care**
 - Focus on **65s** and over
 - The **experiences of people** living with dementia as they move through the system



Focus of the Reviews



Approach



Process



Weeks 1-2

- Letter
- Contact request.
- System Overview Information Return (SOIR) sent out.
- Discharge information flow
- Case tracking
- Call for evidence from inspectors.
- Call for evidence from local stakeholders
- Agree review schedules

Week 2

- Relational audit.

Week 3

Review leads:

- Meet senior staff/ run through local context
- Attend local events with people living in the area
- Meeting with other local partners
- Cross-directorate inspectors focus group

Weeks 4-5

- SOIR returned
- Analysis of documents.
- Analysis of qualitative and quantitative data.
- Data profile
- Liaison with statutory bodies and others (e.g. NHS England, NHS Improvement, Health Education England, Sustainability and Transformation Partnerships, regional leads).
- Agree escalation process if required.

People's experience, quality and access

(Days should include out-of-hours)

Day 1: Focus groups

- Commissioning staff.
- Provider staff (across broad groups).
- Social workers and occupational therapists.
- People using services, carers and families.
- VCSE sector.

Day 2-3: Interface pathway interviews

- Focus on individuals' journey through the interface through services (with scenarios) and case tracking/dip sampling

Day 4: Well-led interviews

- Senior leaders
- Sense check with nominated people from key partners

Day 5: Final interviews, mop up and feedback.

Single shared view of quality

Report Writing Week 7-9

- Drafting
- Quality assurance
- Editorial
- Focused report / letter with advice for the area Health and Wellbeing Board (cc other partners)
- Factual accuracy
- Local summit (with improvement partners)
- Publication

Quality Week 10-14

Team – 4-5 CQC/ 3-4 SpA

To date CQC have found...

- A **strong commitment and enthusiasm** from organisations and staff working across health and social care services
- **Relationships** between system partners play a major role
- **System-level leadership** accountability is difficult to identify
- Systems not working together leads to too many examples of people **not being treated in the right place, by the right person at the right time, and unnecessary pressure being placed on services** that are not designed to meet the needs of people who use them.

Current position

- **No confirmation**, but national programme *expected* to continue (Minister's speech 20th March)
- **Methodology likely to influence** CQC's approach in other inspections
- **Reviews are system wide** – circa 70% focus on health and 30% focus on social care
- **Why plan if it may not happen?**
 - It's highly likely
 - Good practice – why wouldn't we?



What we've done

- **Senior officer multi agency workshop:**
 - Tell everyone about the Reviews
 - Discuss agreement to proceed with planning
 - Discuss cooperation with Northumberland
- **Joint Health and Wellbeing Board session with North Tyneside and Northumberland:**
 - June 2018
- **Currently looking at quality and experiences:**
 - What do we currently have across the system
 - What does it tell us
 - What are the gaps



Next steps

- **Governance – Future Care Board**
- **Complete work on quality and experiences**
- **Devise and complete a self assessment**
- **Develop an improvement plan**
- **Peer review**

