

# Overview and Scrutiny Committee CQC ASC update



*Helyn Aris*

*Inspection Manager Kirklees and Wakefield*

*Dec 2021*

# Our role and purpose

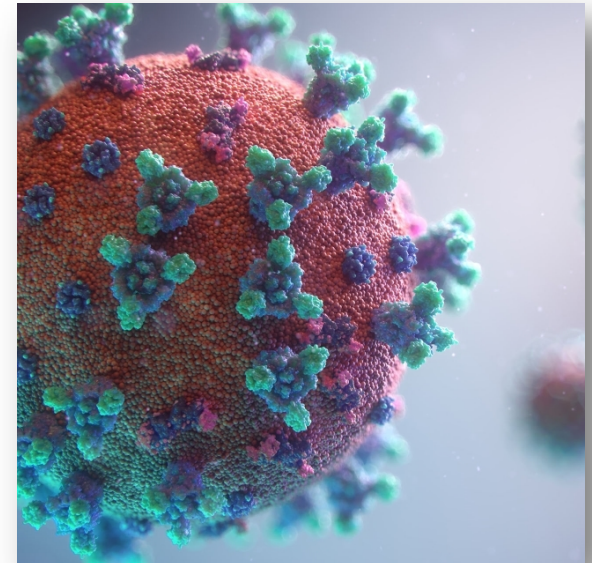


The Care Quality Commission is the independent regulator of health and adult social care in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



- Forced us to **adapt how we work** so we could support providers, allowing them to **focus on the emergency**
- While routine inspections were paused, **we never stopped regulating**
- Deliver our purpose by:
  - Gathering and analysing information
  - Working with providers and partners
  - Acting on what we know
  - Developing new monitoring tools
  - Sharing learning



- **What's important?**
  - Voice of people
  - Voice of care providers
  - Information sharing
- **Local systems** – peoples outcomes are significantly impacted by the way health and social join up

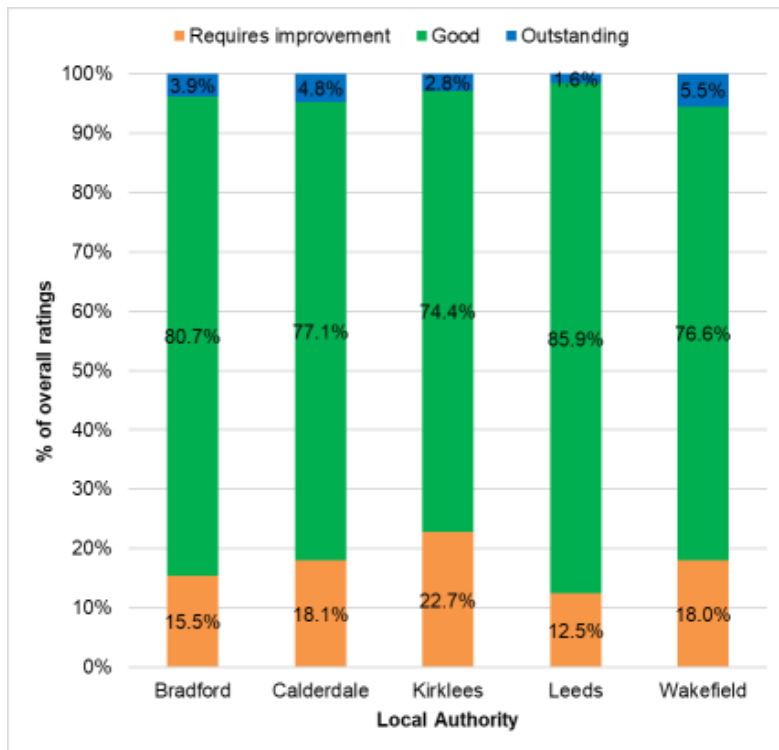


# Overall ratings – pre and post COVID -19

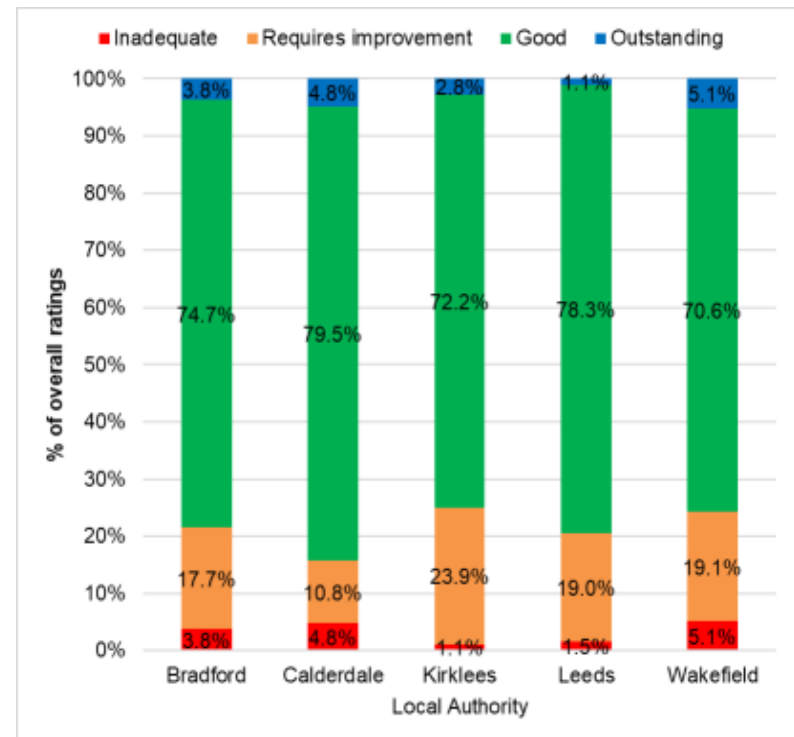


When comparing the breakdown of overall ratings 16/03/2020 with the breakdown on 11/10/2021:  
The majority of services are rated good pre and post-COVID, followed by requires improvement.  
There is a higher percentage of services rated inadequate post-COVID.

**Overall Ratings Breakdown Pre COVID-19**  
Ratings profile as of 16/03/2020



**Overall Ratings Breakdown Post COVID-19**  
Ratings profile as of 11/10/2021

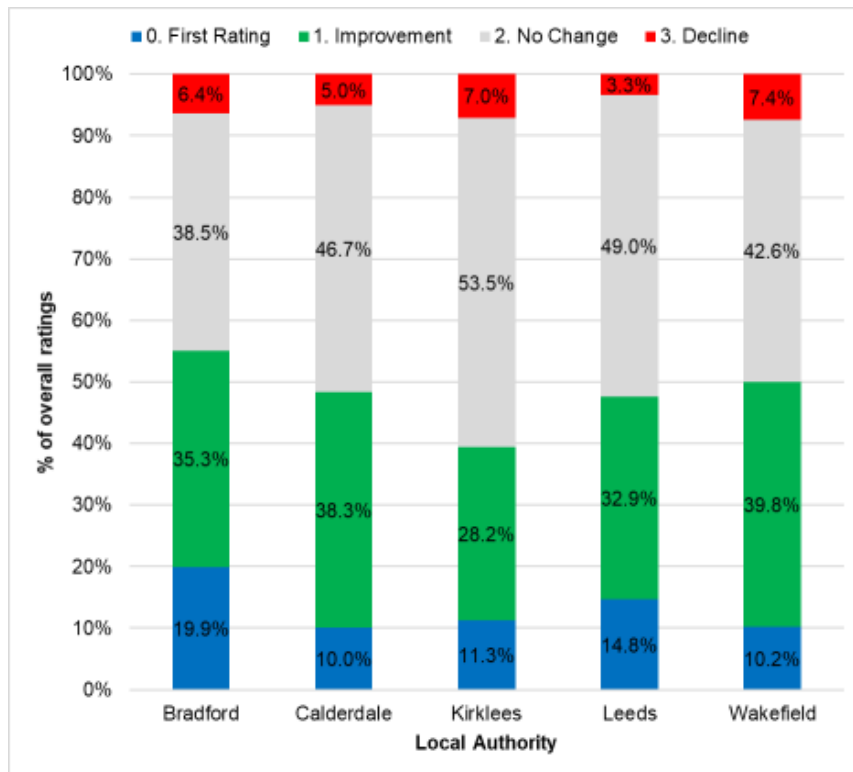


# Overall rating change – pre and post COVID-19

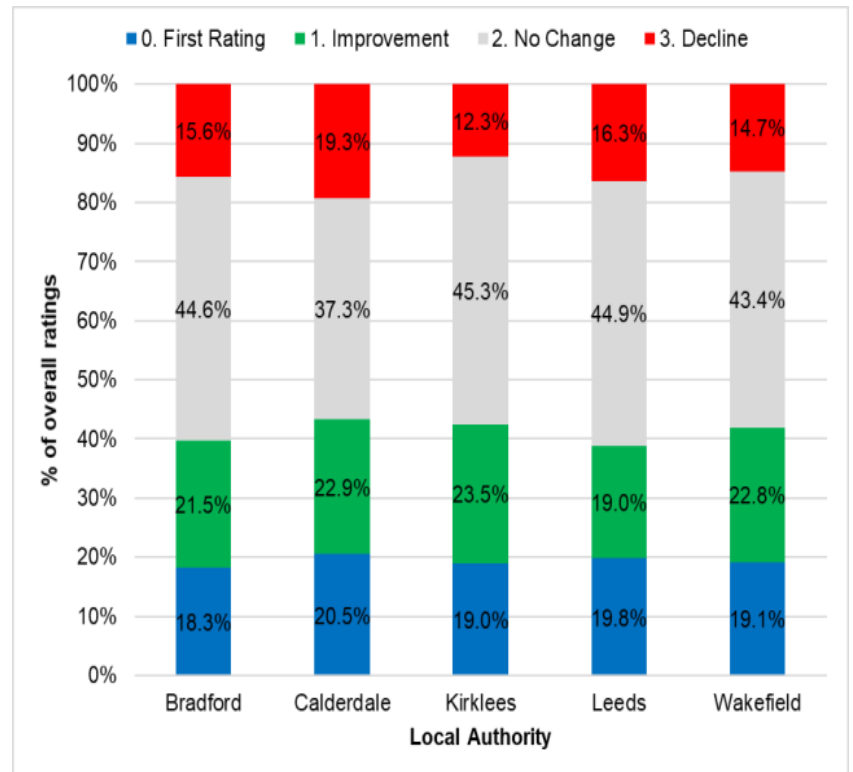


This slide compares the direction of travel to the current overall rating as it was on 16/03/2020 with 11/10/2021. The amount of decline in ratings has increased in all five local authorities post COVID-19, and the amount of improvements has decreased.

**Rating Change Breakdown Pre COVID-19**  
Profile as of 16/03/2020



**Rating Change Breakdown Post COVID-19**  
Profile as of 11/10/2021



# Kirklees Locations verses National Picture



## **All ASC services in Kirklees: 215**

### **181 of these are rated:**

Outstanding	2.8 %
Good	72.4 %
Requires improvement	23.2 %
Inadequate	1.6 %

### **National Picture:**

Outstanding	4.6%
Good	80%
Requires improvement	14.4%
Inadequate	1%

# The state of health care and adult social care in England 2019/20



Name, Title  
*Event title - Date*

@CareQualityComm  
#StateOfCare



- **In adult social care**, failure to agree funding solution continues to drive instability.
- Staff turnover is high = difficult to improve
- COVID has exposed and exacerbated problems – funding, staffing, operational support, PPE – less readily available than the NHS
- **In the NHS**, acute care now faces winter - treatment, diagnosis and screening for patients fell, leading to a backlog
- Pre-existing pressures combine with COVID pressures
- There was a fall in GP appointments = risk that there is pent-up/delayed demand going into winter



## Our new strategy: key themes

- Regulation that's driven by people's needs and experiences
- Smarter, more dynamic and flexible regulation that provides up-to-date and high-quality information and ratings
- Regulating for stronger safety cultures across health and care
- Enabling health and care services and local systems to access support to help improve the quality of care where it's needed most

We'll implement our new strategy over the next five years so we can be flexible and adapt to changes in health and care.



# Our new strategy: core ambitions



## **Assessing local systems:**

- Providing independent assurance to the public of the quality of care in their area.

## **Tackling inequalities in health and care:**

- Pushing for equality of access, experiences and outcomes from health and social care services



Since March 2020, driven by a need to adapt to the pandemic, we made real progress in using data and insight to monitor services.

Since June 2021 we have continued to make progress in how we monitor services in three key areas:

- Being more targeted in our regulatory activity
- Bringing information together in one place
- Developing elements of how we want to work in the future



### **Public Statement:**

A public statement is published on our website for services where our information review does not indicate anything of concern. An email is also sent to the Service Provider

### **Enhanced monitoring – Direct Monitoring Activity**

If once we have completed our monitoring activity, we are assured of the quality of care, then the service may be eligible to have a ***public statement published in the next monthly information review.***

### **If our monitoring leads to an inspection**

No statement on the website, but an inspection report will be published.

Further information is available on our [website](#).

<https://www.cqc.org.uk/guidance-providers/how-we-inspect-regulate/our-monitoring-approach-what-expect>

Thank you, and any questions?



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# Kirklees Health and Adult Social Care Scrutiny Panel December 2021

MH & CHS- Jo Walkinshaw

# State of Care 2021- national

## Rising demand for mental health care



- The impact of the pandemic on people's mental health is well recognised. The [Centre for Mental Health has estimated that up to 10 million people, including 1.5 million children, are likely to need new or additional mental health support as a direct result of the crisis.](#)
- Through our Give Feedback on Care service between April and December 2020, we heard that when some people sought help for their mental health from primary care services, they reported issues including feeling ignored by the GP or not having their symptoms taken seriously. People with mental health needs also felt that they could not get a referral to a specialist from their GP because of a lack of capacity in community mental health services.



- Our inspection teams have raised concerns about people being admitted to mental health services with more severe mental ill-health. They have also told us about people presenting in emergency departments and acute trusts struggling to find appropriate places for them due to a lack of suitable provision.
- As with other areas of health care, we saw that the increased use of digital technology had a positive impact for some people. This included for example, the use of online mental wellbeing apps. Video calling was also beneficial as it made it easier for people, for example those with chaotic lifestyles, to keep scheduled appointments. However, the use of digital technology was not accessible or suitable for everyone, and excluded some, with the importance of face-to-face appointments still recognised.

- Locala is a not-for-profit social enterprise that provides a variety of NHS community healthcare services to people in Kirklees, Calderdale and Bradford. The head office of Locala is Becksid Court (1<sup>st</sup> Floor) which sits with Kirklees Local Authority. It has 20 registered locations with CQC
- They were last inspected in November 2019, with the report published in 2020. The overall rating and all the domains were Good.

The services included in that inspection were:

- Community dental
- Community health services for children, young people and families
- Community health services for adults
- Community sexual health services

- Locations never inspected are:
  - 2nd Floor, Howard House
  - Bingley Medical Centre
  - Bowling Hall Medical Practice
  - Farfield Group Practice
  - Windhill Green Medical Centre
- We have no current concerns regarding Locala, we have a good working relationship with the senior leadership team and they are responsive.
- During the Covid 19 pandemic Locala engaged in a transitional monitoring call with the CQC to gain assurance regarding the quality of care they were able to offer and no concerns were highlighted.

## Inpatient

- Enfield Down Holmfirth - MH - Long stay/rehabilitation mental health wards for working age adults. This is a 30 bedded recovery unit for adults in the Huddersfield area offering recovery in a community setting.

Long stay rehab received a rating of good in 2017.

## MH - Community-based mental health services for adults of working age

- Calderdale and South Kirklees SPA - Single point of access team to manage referrals in Kirklees
- Kirklees Dual Diagnosis - Service providing substance misuse support in Kirklees
- Kirklees South Enhanced- Community Mental Health Team for working age adults with mental health problems
- Kirklees South Enhanced 2 - Community Mental Health Team providing support for working age people with more complex mental health problems in Kirklees

- North Kirklees Enhanced 1- Community Mental Health Team for working age adults with mental health problems
- North Kirklees Enhanced 2 - Community Mental Health Team to support working age adults with more complex mental health problems
- South Kirklees Core - Community Mental Health Team for working age adults with mental health problems
- North Kirklees EIP - Early interventions services for people with psychosis
- South Kirklees EIP - Early interventions services for people with psychosis
- Last inspection good

- There has been a number of suicides within the teams. Themes from serious incidents include issues relating to care plans and risk assessments not being up to date. This is being discussed at engagement and the Trust have plans in place to try and improve this.

### MH - Mental health crisis services and health-based places of safety

- Kirklees IHBTT - Home based treatment team for working age adults with mental health problems

Last inspection – rating good

- Patient suicide– still under investigation.

## MH - Specialist community mental health services for children and young people

- Kirklees CAMHS Team - Community services for children and young people with mental health problems

Last inspection requires improvement – no current concerns raised.

## MH - Community mental health services for people with a learning disability or autism

- Kirklees Community LD service - Community team to support people with learning disabilities

Last inspection good (requires improvement in well led).



## Other specialist services

- Perinatal service - The service will be able to offer a range of different interventions depending on need and current involvement with our services

## Other

- Kirklees recovery college- Education and support for people with mental health problems and carers
- Kirklees IAPT - Community Mental Health Team for working age adults with mental health problems
- Mirfield Day Centre (Pathways) Carer Support service- Carers support service

- The Priory Hospital Dewsbury is situated in a community location in West Yorkshire.
- The hospital provides a specialist inpatient service for adults and older age males with severe and enduring mental health conditions, who may also have an undiagnosed memory related illness.
- The service was last inspected in March 2020 and was RI overall and in all domains apart from Caring which was Good. This was a comprehensive inspection.
- The MHAR completed a remote visit of Jubilee ward in March 2021 and Hartley ward in August 2021. There were no major issues found.

- However, in April 2021 we did have some serious concerns raised by the CCG. These concerns included no falls risk assessments in place and notification of a serious injury not being sent to CQC (this was the break of a patients hip after falling multiple times). The issues seemed to be specifically related to Jubilee ward and the CCG have created an action plan with the service. The service has also replaced the previous ward manager on that ward.
- The service is currently on our risk register and are on monthly engagement.
- We inspected the Priory Dewsbury in October 21 and rated the service RI.

- CHART Kirklees provide substance misuse services to around 4000 clients per year. Services provided include prescribed opioid substitution therapy, alcohol detoxification, psychological therapies, and social and harm reduction interventions.
- The service is coming up for tender in November 21.

## Locations

- 3 Wellington Street, Dewsbury is a new registered location this year having previously been registered at 12 Station Street, Huddersfield. As well as 3 Wellington Street, Dewsbury, they also run satellite locations at Princess Royal Community Health Centre, Huddersfield and a new location at 20 Manchester Road, Huddersfield.

## Latest inspection and current rating

- The location is currently unrated (new location) but was rated requires improvement at their previous location during an inspection in November 2018. There were two breaches of regulations:
- Regulation 9 – Person-centred care
- Regulation 12 – Safe care and treatment
- These breaches were predominantly due to a new client record system that staff didn't know how to use properly.

## Monitoring and COVID-19

- A transitional monitoring call was carried out with the registered manager on 31 January 2021. No regulatory action was required following the call as the service had systems and processes in place to monitor safety and effectiveness, and to ensure care and treatment was caring and responsive to individual needs.

- The service reported an increased demand during COVID-19 due to illicit supplies not being available. Contact has significantly increased to provide additional support to service users. This is initially twice weekly and contact frequencies can be flexed up or down based on needs/risks, combined with home visits and ensuring referrals to external agencies for specialist support. Most appointments were virtual during the restrictions however there was a choice of appointment times and frequency of contact. The service extended their opening hours to enable virtual evening appointments to accommodate those service users who work during the day. Mobile phones were provided for vulnerable service users to help them engage.

- No concerns were raised during the monitoring call in relation to infection prevention and control procedures. Regular premises risk assessments are carried out. Cleaning has increased, particularly of high touch areas, and is recorded on daily checklists and monitored via monthly audits. PPE and hand sanitiser stocks have remained high. Appropriate checks are carried out on all visitors and weekly testing is in place for all staff. Signage and guidance is in place and social distancing is observed.
- Engagement meetings take place between CQC and the registered manager every three months. There are no current issues or concerns.





# Primary Medical Services

Jill Taylor

Inspector



- Like all health and care services, GPs and their teams have had a crucial role to play in supporting the health needs of their communities throughout the pandemic, as well as keeping people safe.
- GP practices, following national directives and drivers from government, had to accelerate innovation, such as moving rapidly to remote consultations.
- A remarkable achievement since December 2020 has been the rollout of the COVID-19 vaccination programme.



**Primary medical services**

- After dropping considerably in April 2020, the total number of GP appointments started to pick up from June 2020, and by September 2020 was broadly in line with figures for the previous year.
- The pandemic had an impact on patient behavior, the proportion of respondents (to National GP Patient Survey) spending more than a year without attending a GP appointment more than doubled to 27%.
- This was reflected in a Healthwatch report, which found that people were worried about “overloading” services and not speaking to their GP practice unless they felt their health issue was of extreme importance. This was especially prevalent in feedback from older people.

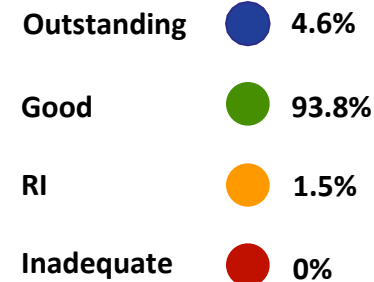
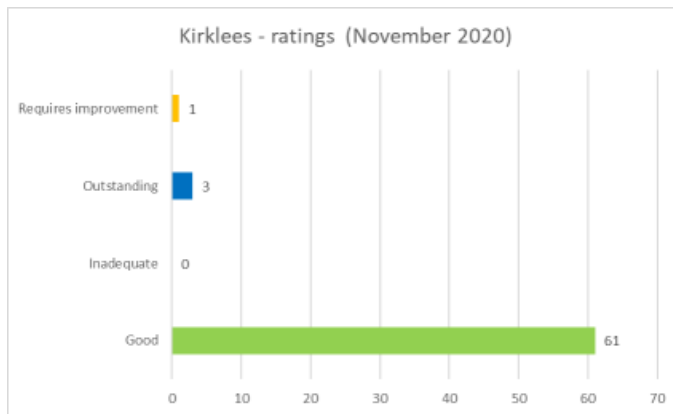
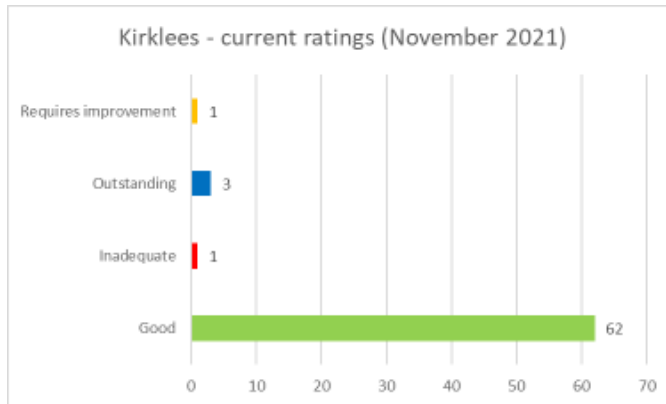
## Access

- In line with guidance, practices moved to a triage model for anyone seeking an appointment. This generally took place by telephone.
- Results from the 2021 GP Patient Survey show that the proportion of remote appointments increased substantially. Face to face appointments have continued to be offered when appropriate.
- All systems have recognised the challenges using remote consultations, including digital poverty, language, poor access to the internet and variation in digital literacy.
- The sector needs to think about the future impact of remote or digital appointments, to make sure everyone gets appropriate access to meet their needs safely.
- We are currently developing an inspection methodology so we can inspect those practices where we have concerns about access.

# Primary Medical Services – Summary of current overall ratings in Kirklees



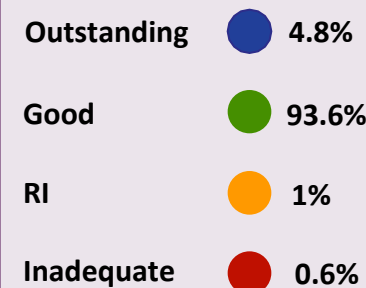
- There has been a slight deterioration in ratings overall across primary medical services in Kirklees over the last 12 months.



Kirklees – November 2020



Kirklees – November 2021



West Yorkshire – November 2021

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Since June 2021, we have continued to make progress in how we monitor services in three key areas:

- Being more targeted in our regulatory activity
- Bringing information together in one place
- Developing elements of how we want to work in the future