

CQC OSC 2019

ASC, PMS and MH Services



Adult Social Care Services OSC 2019

Helyn Aris



Four priorities to achieve our strategic ambition 2016 - 2021



1. Encourage improvement, innovation and sustainability in care
2. Deliver an intelligence-driven approach to regulation
3. Promote a single shared view of quality
4. Improve our efficiency and effectiveness



Key changes

- New CEO – May 2018
- New Chief inspector
- Longer re-inspection times – good and outstanding services return within 30 months
- More targeted approach to RI services
- Move to northern patch and more fluid national working
- New KPI's
- Shorter report format
- More intelligence driven inspection method



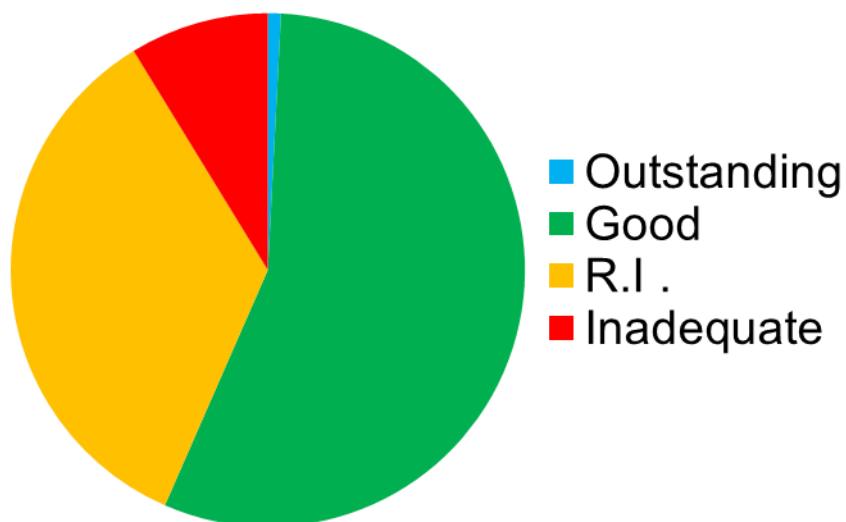
Context of services

Service	Inadequate	RI	Good	O/S	Unrated
Nursing Homes 36	3%	42%	53%	0%	3%
Res Care 91	2%	18%	76%	0%	4%
DCA 56	0%	21%	61%	2%	16%
Community Care 13	0%	8%	77%	8%	8%

Overall ratings picture - local and national 2018

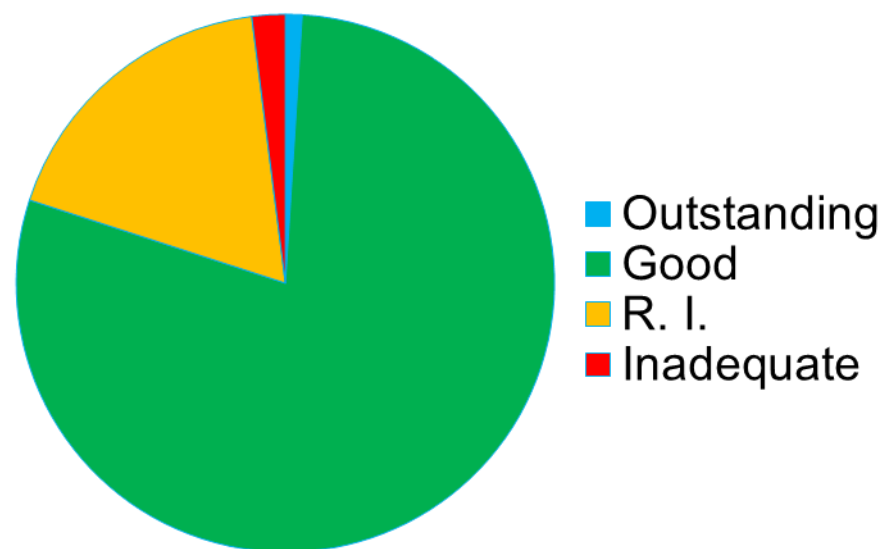


Overall - Kirklees



0.82% as Outstanding
55.74% as Good
34.7% as Requires Improvement
8.74 % as Inadequate

Overall - National

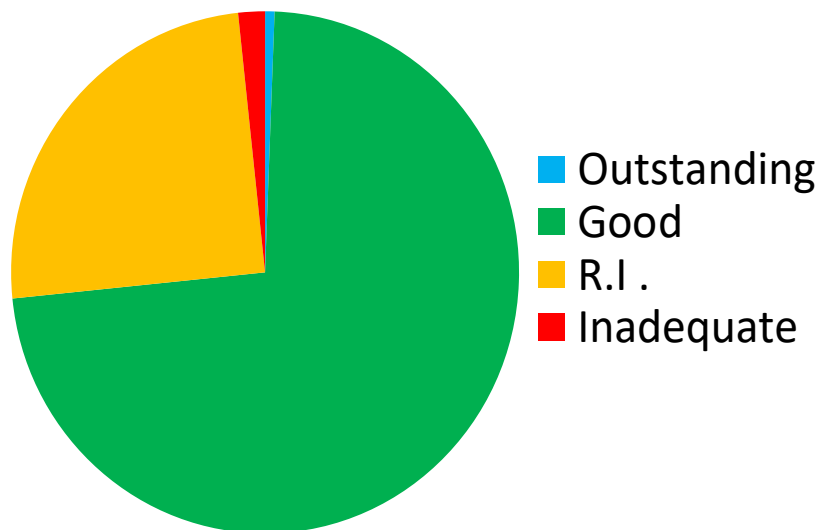


1% as Outstanding
79% as Good
18% as Requires Improvement
2% as Inadequate

Overall ratings picture - local and national 2019

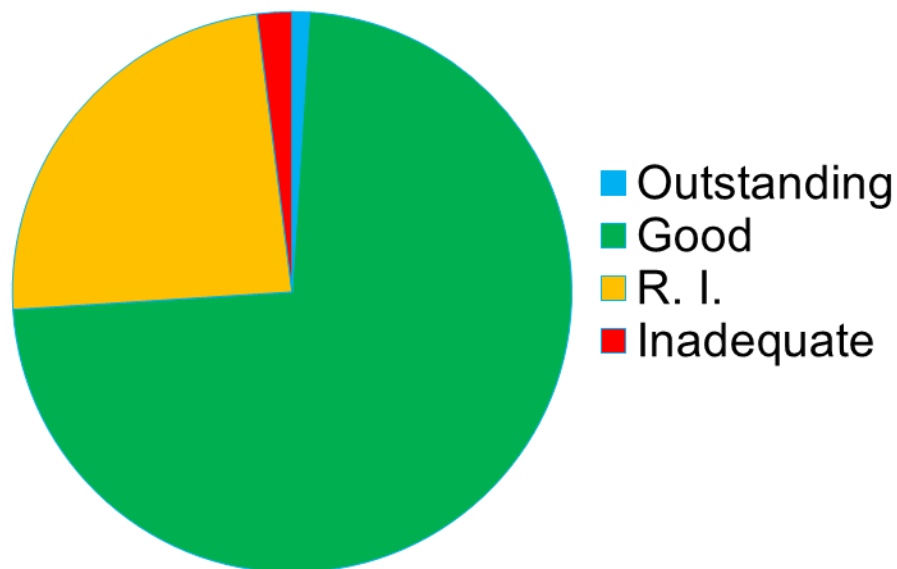


Overall - Kirklees



0.6% as Outstanding
72.8% as Good
24.9% as Requires Improvement
1.7 % as Inadequate

Overall - National



3.5% as Outstanding
80% as Good
15.3% as Requires Improvement
1.2% as Inadequate

Ratings in the West Yorkshire Footprint 2018



	Number of Active ASC Locations, by Latest Overall Ratings				Total Number of Active Locations
Local Authority/Region	Outstanding	Good	Requires improvement	Inadequate	
National	2%	79%	18%	2%	100% 21,675
Bradford	0.95%	51.77%	36.64%	10.64%	100% 203
Calderdale	1.12%	58.66%	28.49%	11.73%	100% 95
Kirklees	0.82%	55.74%	34.7%	8.74%	100% 187
Leeds	1.36%	58.33%	35.47%	4.84%	100% 264
Wakefield	1.34%	52.35%	36.58%	9.73%	100% 143

Ratings in the West Yorkshire Footprint 2019



	Number of Active ASC Locations, by Latest Overall Ratings				Total Number of Active Locations
Local Authority/Region	Outstanding	Good	Requires improvement	Inadequate	
National	3.5	80%	15.3%	1.2%	100% 22,697
Bradford	2.2%	74%	22.7%	1.1%	100% 181
Calderdale	2.5%	72.5%	20%	5%	100% 95
Kirklees	0.6	72.8	24.9%	1.7%	100% 173
Leeds	0.8%	76.6%	22.3%	0%	100% 238
Wakefield	2.2%	75.4%	17.9%	4.5%	100% 134

- Outstanding workshops - collaboration and improvement
- Continued attendance and commitment of Kirklees CHESP
- Safeguarding workshop
- End of life care – workbook launch
- Close working with contracts and safeguarding team



- Staffing – Particularly in nursing care settings
- Repeated RI services
- Older Ageing demographic
- Regulation 12 cases

Primary Medical Services (PMS)

David Ross – Inspection Manager, Primary
Medical Services, West Yorkshire
and Harrogate



Primary Medical Services – Summary of current overall ratings in Kirklees

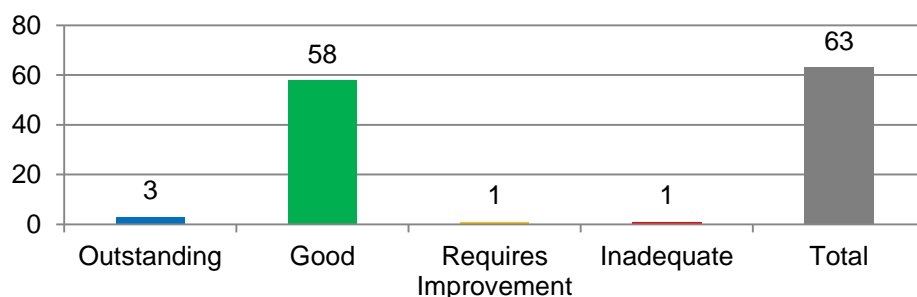


- There have been limited changes in ratings overall across primary medical services in Kirklees over the last 12 months.

Summary of rated primary medical services in Kirklees Mar-18



Summary of rated primary medical services in Kirklees - Mar-19



Outstanding 3%

Good 95%

RI 0%

Inadequate 2%

**Kirklees –
March 2018**

Outstanding 5%

Good 92%

RI 1.5%

Inadequate 1.5%

**Kirklees –
March 2019**

Outstanding 5%

Good 92%

RI 1%

Inadequate 2%

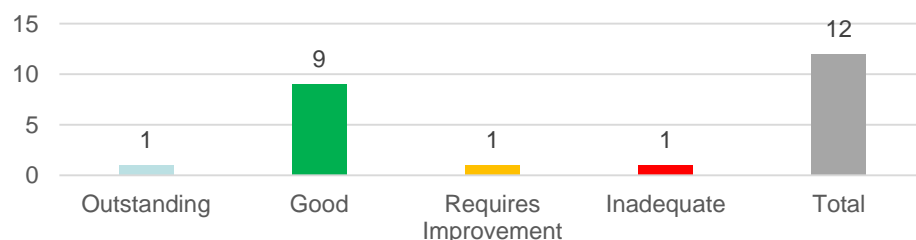
**West Yorkshire
& Harrogate –
March 2018**





Primary Medical Services – Summary of current overall ratings in Kirklees



- The ratings awarded for inspections of primary medical services in Kirklees, published between Apr-18 and Mar-18, are comparable to those awarded across West Yorkshire and Harrogate overall.

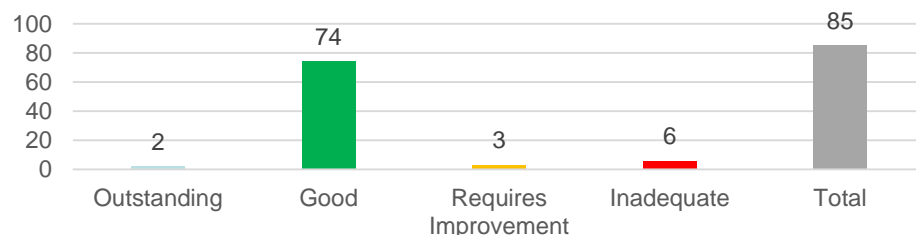
Overall ratings of inspection reports published for primary medical services in Kirklees: Apr-18 to Mar-19







Outstanding		8%
Good		75%
RI		8%
Inadequate		8%

Kirklees – Apr-18 to Mar-19

Overall ratings of inspection reports published for primary medical services in W Yorks & Harrogate: Apr-18 to Mar-19



Outstanding		2%
Good		87%
RI		4%
Inadequate		7%

West Yorkshire & Harrogate – Apr-18 to Mar-19

Our ambition for the next five years:

A more targeted, responsive and collaborative approach to regulation, so more people get high-quality care



Primary medical services regulation



We are continuing to implement changes in how we regulate primary medical services.

Change	Timescale
Introduced our new Insight model	June 2017
New assessment framework introduced and inspection interval of up to five years for GP providers rated good or outstanding	Nov 2017
Refined approach to inspecting and rating population groups and introduction of shorter inspection reports supported by an evidence table	April 2018
Introducing the new system of annual regulatory reviews, supported by provider information collections, for good and outstanding GP services	April 2019
Shift to focused, rather than comprehensive inspections of good and outstanding GP services based on intelligence	April 2019
Introducing ratings to Independent consulting doctors and Online primary care services	April 2019

Mental Health Hospitals Directorate



National picture from State of the care report 2017 - 18 for NHS mental health core services, the overall ratings were out of 515 core service inspections:

★ 8% Outstanding

● 70% Good

● 21% Requires Improvement

● 1% Inadequate

➤ This is an improved picture compared to last year (2016 -17); with an increase in the number of core services rated overall as ‘good’ or ‘outstanding’, and a decrease in the number of core services rated as ‘requires improvement’.

- SWYPFT was inspected in May 2018. 3 core services were rated as requires improvement resulting in the trust being requires improvement overall. Particular issues with blanket restrictions and nurse call alarms. The trust are participating in the Mental Health Safety Improvement Programme with NHS England.
- Waiting lists within community mental health services continue to be a concern. Recent work between the CCG and SWYPFT has begun to address these in most areas.
- Positives: The development of an older people's crisis team in Kirklees has reduce the number of admissions to inpatient wards significantly.
- Kirklees IAPT have been active in finding innovative ways to offer mental health support in Kirklees.