


CQC Report Overall Summary

Quality statement scores

Theme 1: Working with people


Assessing needs

Score: 2 

Supporting people to lead healthier lives


Score: 2 

Equity in experience and outcomes

Score: 2 

Theme 2: Providing Support

Care provision, integration and continuity


Score: 2 

Partnerships and communities


Score: 3 

Theme 3: Safe pathways, systems and transitions

Safe pathways, systems and transitions


Score: 3 

Safeguarding


Score: 3 

Theme 4: Leadership

Governance, management and sustainability

Score: 3 

Learning, improvement and innovation

Score: 3 

ASC - Improvement Plan on a page

ASC Vision – Refining the Oxfordshire Way
A new model of Care and Support
Readiness for the future

Cross cutting themes

Co Production

Equity in experience and Outcomes

Communicating with staff, residents and partners

Demonstrating Impact and Outcomes

Priority Areas

Commissioning

Support should be coordinated, flexible, promote independence and continuity to meet a wide range of diverse needs.

Safeguarding

We will continue to develop safe and person-centred systems of care and support where safety is effectively managed, monitored, and assured.

Workforce

We need to ensure staff possess the skills, knowledge, and attitudes needed to help people achieve their goals and deliver the best outcomes.

Mental Health

Ensure that adequate local capacity is available to address the needs of people seeking mental health support

VCSFE

Review the strategy for engaging with the VCSFE sector to ensure their capacity to support improved health, well-being, and care and support outcomes for residents

Carers

Improve carers' experiences by continuing to deliver the carers strategy action plan and ensuring all carers are heard and have access to support

Digitisation

Evidence based decision making – Data / Feedback

Theme 1

Working with people

What do we want to achieve

Quality Statement Scores:

Assessing needs

Score: 2 ●

Supporting people to lead healthier lives

Score: 2 ●

Equity in experience and outcomes

Score: 2 ●

A **person centred and simplified initial** assessment system to make it easier for people to understand and engage in the process.

Improved **communication channels and strategies** to ensure that all stakeholders, including patients, families, and care providers, are well-informed.

More time for **hospital discharge** discussions

Include **co-produced language in assessments** that is understood by all stakeholders.

Improved **timeliness of assessments and reviews**, providing clear timelines and regular updates to people and their families

Improved access to **statutory advocacy services** across adult social care teams, ensuring that carers and people understand how to access these services

Theme 2

Providing support

What do we want to achieve

Quality Statement Scores:

Care provision, integration and continuity

Score: 2 ●

Partnerships and communities

Score: 3 ●

There is enough **local capacity** to address the needs of people seeking **mental health support** and for people with **complex needs**, including **learning disabilities, and autism**.

Equality and diversity are embedded throughout adult social care. **To tackle inequalities** as a system and implement a plan. **Understand the needs of people** living in more deprived and rural parts of the county.

Provider Collaboration: Work closely with providers to create a better understanding of people's needs in the changing context

Embed the **joint carers strategy** in practice. Ensure all carers can input and have access to appropriate support.

Develop a more structured approach to **coproduction**, involving the voice of people who draw on care and support services, OCC staff, and the provider market

Develop self-assessments and **digital contact** with OCC through an improved Council website, ensuring it supports a person-centred and interactive approach

Theme 3

Safe pathways, systems and transitions

What do we
want to achieve

Quality Statement Scores:

Safe pathways, systems and transitions

Score: 3 ●

Safeguarding

Score: 3 ●

Promote best practice in **safeguarding adults** by adopting a person-centred and outcome-focused approach using the **Making Safeguarding Personal Toolkit**.

Implement a structured approach to **Quality Assurance in Safeguarding**, to include learning from **Safeguarding Adult Reviews**, regular audits of safeguarding performance

Work with **providers** to understand **safeguarding process, threshold** and reduce inappropriate safeguarding concerns into the team.

Improve **Advocacy Support** for People Lacking Capacity

Strengthen **DoLS** oversight and management

Continue to improve timeliness and **communication** of safeguarding responses

Theme 4

Leadership

What do we
want to achieve

Quality Statement Scores:

Governance, management and sustainability

Score: 3 ●

Learning, improvement and innovation

Score: 3 ●

Develop new **Power Bi** dashboards and use **frontline data** to inform **strategic priorities**.

Develop **targeted plans** using community data and feedback.

Further embed **The Oxfordshire Way** into staff culture, practice, and place.

Develop **commissioning strategies and plans** with clear goals.

Enhance **data-sharing** systems with providers to ensure information is accurate and timely.

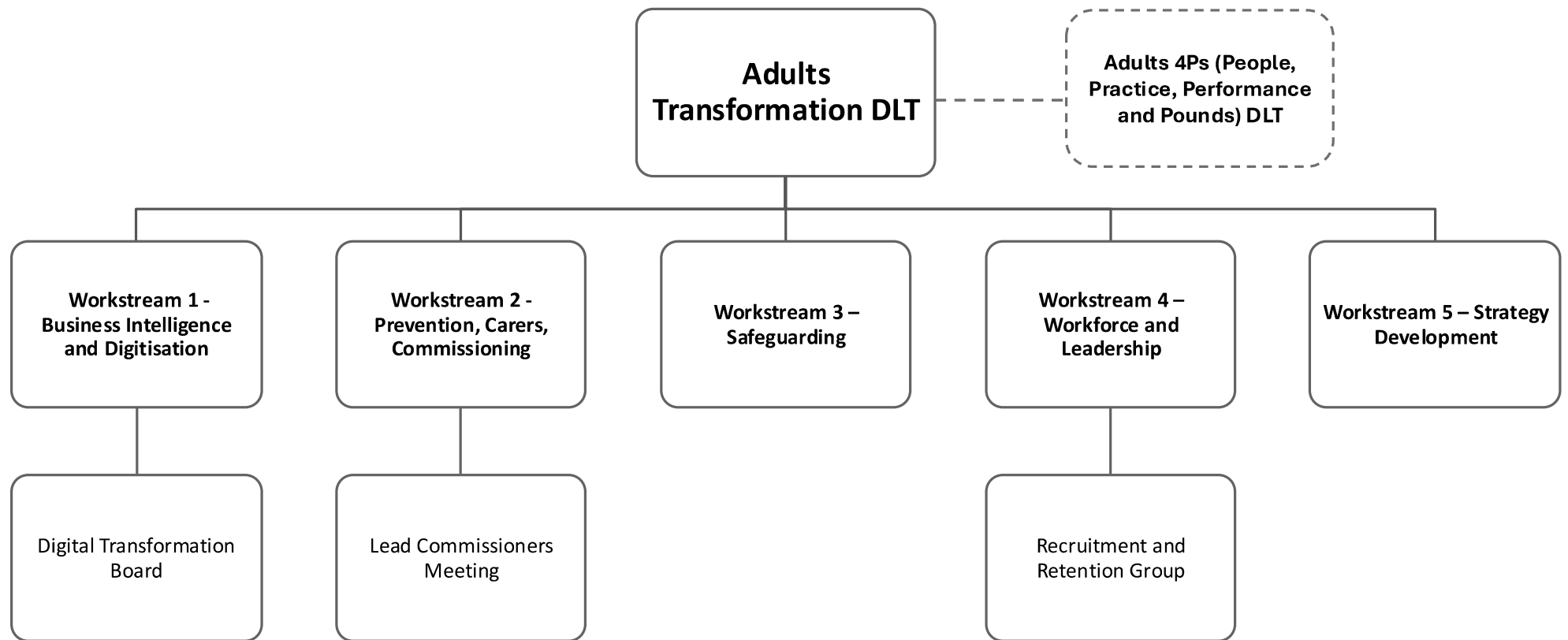
Workforce Strategy:

Continue to collaborate with providers to address staff shortages in the care sector.

Include greater clarity on issues related to skills mix, succession planning, and demand management.

Develop a **Co-Production Strategy** to ensure that co-production is consistently embedded into adult social care. This involves involving people's voices from the beginning and ensuring that their input is valued and acted upon.

Improvement Plan Governance



Improvement Plan Timelines

