

Oxfordshire Health and Wellbeing Board
14 March 2019

Report Title	Update on CQC Action Plan following the Follow-Up Review
Author(s)	Integrated System Delivery Board – System Leaders
Presenter (s)	Kate Terroni
Summary and Recommendations	
<p>This paper provides the board with an update on recent progress and next steps following receipt of the CQC Progress Report in January 2019</p>	
Is the work linked to a sub-group of the HWB (tick as appropriate)	<input checked="" type="checkbox"/> Integrated Services Delivery Board <input type="checkbox"/> The Children’s Trust <input type="checkbox"/> The Better Care Fund Joint Management Group <input type="checkbox"/> The Adults with Support and Care Needs Joint Management Group <input type="checkbox"/> Health Improvement Partnership Board
This paper links to the following priorities set out in the Joint Health and Wellbeing Strategy (tick as applicable)	
<input type="checkbox"/> A coordinated approach to prevention and healthy place-shaping. <input checked="" type="checkbox"/> Improving the resident’s journey through the health and social care system (as set out in the Care Quality Commission action plan). <input type="checkbox"/> An approach to working with the public so as to re-shape and transform services locality by locality. <input type="checkbox"/> Plans to tackle critical workforce shortages. <input type="checkbox"/> A Healthy Start in Life <input type="checkbox"/> Living Well <input type="checkbox"/> Ageing Well <input type="checkbox"/> Tackling Wider Issues that determine health	
The purpose of this paper is	
<p>To update the board on progress and next steps in relation to the CQC Action Plan following receipt of the CQC progress report in January 2019.</p>	
<input type="checkbox"/> For decision <input type="checkbox"/> For discussion <input checked="" type="checkbox"/> For information <input type="checkbox"/> Other _____	

Update on CQC Action Plan following the Follow-Up Review

Update from the Integrated System Delivery Board

Background

The CQC returned to Oxfordshire in November 2018 to review the progress the system has made against the action plan which was created following the initial CQC Local Area Review of Oxfordshire's Health & Social Care System in November 2017.

The primary focus of the original review was to find out how well older people move between health and care in England. The findings were published in a report in February 2018, in response to which the Oxfordshire system leaders developed an action plan in response to the CQC's recommendations.

After visiting Oxfordshire in November 2018 to complete their follow-up review the CQC presented their findings at a specially arranged Health & Wellbeing Board in January 2019. The report was broadly positive, praising some good progress against key actions. It also contained a number of areas that the CQC request that system leaders pay particular attention to in the coming months.

The follow-up report

The report recognises the progress made by the system and it identifies many areas in which improvements have been made since the last local area review.

The report found that since the initial review system leaders have worked to change the culture within their organisations and develop better relationships. This had enabled a sense of shared purpose, and a willingness to take a system-based approach to resolving challenges and planning for the future.

Inspectors found solid, practical examples where improved relationships had led to better outcomes for people. For example, there had been a significant amount of joint working to deliver improvements in patient flow leading to a reduction in "delayed transfers of care" and they praised the joint approach to winter planning.

As the CQC note in their report, at the time of the review we were eight months into an 18-month action plan. It is to be expected that at this stage there is still work to do to deliver the remaining actions in the plan, these are highlighted in the report as areas for future focus.

Progress and Next Steps

The areas for future focus broadly fall into three categories; tasks that are already in the plan but haven't been fully completed yet, high-level themes to be considered across all workstreams and additional actions to be added to existing workstreams.

The CQC Steering Group (group which reports to ISDB and has responsibility for monitoring and documenting progress against the action plan) has reviewed the report and incorporated the areas for future focus into the action plan, to ensure they are taken forward. Alongside this work the Steering Group is continuing to review the whole action plan with workstream leads to ensure progress is being made and this is accurately reflected in the plan

The updated action plan will be presented to the ISDB in March for approval and agreement on how to take forward the work required in these areas. This will be followed by a highlight report documenting progress against all the workstreams in the plan.

A highlight report will also be brought to the next HWB which will describe the changes to the plan due to the follow-up review and the progress against all workstream.