

Health & Wellbeing Board

13 June 2019

CQC Action Plan Highlight Report



Report by Integrated System Delivery Board

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Introduction

- This highlight report contains:
 - A rating for each workstream in the CQC Action Plan (**Red**, **Amber**, **Green**)
 - Progress notes for each workstream in the plan
 - An updated Evaluation Framework report (as agreed at HWB in November 2018)



Summary – Action plan progress

- A) Vision, Governance & Strategy**
- C) Older People's Strategy**
- D) Learning After Escalation**
- F) Market Management**
- I) Housing**
- L) Self-Funders**
- M) Trusted Assessor**



- B) Organisational Development**
- E) Demand Pressures**
- G) Workforce Strategy**
- H) Flow & Pathways**
- J) Review of Commissioned Services**
- K) Support for Carers**
- N) Co-production**
- O) VCSE**



Green – Workstream proceeding to plan



A) Vision, Governance & Strategy

- Majority of tasks completed, remainder are on track

C) Older People's Strategy

- OP Strategy approved – Co-produced implementation plan due to be presented at the Health & Wellbeing Board in September

D) Learning After Escalation

- All tasks in the plan have been completed

F) Market Management

- All tasks on track.

I) Housing

- Majority of tasks completed, remaining two to be completed in August

L) Self-Funders

- The brokerage service for people who fund their own care is due to go-live at the end of July

M) Trusted Assessor

- All tasks on track or completed

Amber – Development required



B) Organisational Development

- Further planning needed regarding the Area of Future Focus from the follow-up review

*“Further organisation development work should take place to address the **culture of frontline staff**, particularly medical staff, to enable a strength-based approach to care planning.”*

E) Demand Pressures

- Updated plans on delivery of the Continuing Health Care project required

G) Workforce Strategy

- Tactical actions are either completed or on track
- Clarity regarding Oxfordshire systems input to the BOB STP Workforce Strategy is required

*“The **comprehensive review of pathways of care** should be undertaken. Discharge to assess processes should be evaluated and streamlined to move away from bed-based assessments where possible. Housing needs, particularly equipment and adaptation needs, should be addressed as part of this review.”*

H) Flow & Pathways

- Further planning needed regarding the Area of Future Focus from the follow-up review

Amber – Development required



J) Review of Commissioned Services

- Further evidence required on we are meeting the Area of Future Focus from the follow-up review

*“Commissioning with the independent social care market should be reviewed to **move away from a transactional and traditional approach**, and providers should be engaged in plans to support the development of the market.”*

K) Support for Carers

- Revised dates for Carers Listening Event and Strategic Forum received

N) Co-production














- System approach to co-production not yet approved

O) VCSE

- Further planning needed regarding the Area of Future Focus from the follow-up review

*“The good work to develop relationships and address cultural change should be embedded throughout Oxfordshire’s health and social care system. **This should include engagement with the VCSE sector and independent providers.**”*

Performance – Evaluation Framework

Part 1 – Joint Health & Wellbeing Strategy & Current Priorities		Target	Apr-19	Performance since last report
1a	Reduce the number of avoidable emergency admissions for acute conditions that should not usually require hospital admission	997 or fewer	1,218	 (1%)
1b	Number of people waiting a total time of less than 4 hours in A&E	95% or above	87%	 (1%)
1c	Reduce the average number of people who are delayed in hospital	83 or fewer	95	 (17%)
1d	Proportion of all providers described as outstanding or good by CQC remains above the national average	86% or above	92%	
1e	Number of older people placed in a care home per week	16.5 or fewer	11.5	 (28%)
1f	Increase the number of hours from the hospital discharge and reablement service	8920 or above	8,842	 (10%)
1g	Increase the number of hours of reablement	5750 or above	5,944	 (13%)
Part 2 - NHS Social Care Interface Dashboard		Target	Apr-19	Performance since last report
2a	Emergency Admissions (65+) per 100,000 of the 65+ population	24550 or fewer	19,667	 (19%)
2b	90th percentile of length of stay for emergency admissions (65+)	18 or below	13	 (23%)
2c	Total Delayed Days per day per 100,000 of the 18+ population	83 or fewer	95	 (17%)
2d	Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	85% or above	73.7%	 (3%)
2e	Proportion of older people (65+) who are discharged from hospital who receive reablement / rehabilitation services	3.3% or above	1.7%	 (1%)
2f	Proportion of discharges (following emergency admissions) which occur at the weekend	18.86% or above	21.60%	 (1%)