

## **Health and Wellbeing Board**

01 August 2019

Report of the Corporate Director of Health, Housing and Adult Social Care

### **Care Quality Commission: Action Plan Update**

#### **Summary**

1. This report is to inform the Health and Wellbeing Board of the progress against the Improvement Plans agreed following the CQC Local System Review 2017 and Progress Review 2018.
2. Members are asked to note the actions which have been completed since the reviews took place.

#### **Background**

3. The background information has been previously reported to the Health and Wellbeing Board (HWBB), most recently on 13 March 2019, at which time the report included links to the CQC published reports and updated editions of the York Improvement Plan.
4. Over recent months progress against the plan has continued. The abbreviated plan is attached at Annexe 1. It includes only those actions which have been recently completed or remain to be completed.
5. In order to capture the outstanding actions from the original plan, and respond to the recommendations of the Progress Report, a further plan has been prepared, attached at Annexe 2.
6. Annexe 2 takes account of the discussions among partners at the Health and Wellbeing Board workshop in March 2019.

#### **Main/Key Issues to be Considered**

7. The work described in the plan should transfer as soon as possible to 'business as usual' for each partner organisation, as we move

towards a more efficient and effective set of partnership relationships for achieving our shared vision.

### **Consultation**

8. Colleagues designated to lead on actions in the improvement plan have been consulted on its progress and on any amendments required.

### **Strategic/Operational Plans**

9. The Joint Health and Wellbeing Strategy is the overarching strategic vision for York; this plan supports the delivery of the desired outcomes.

### **Implications**

10.
  - **Financial** – none, although financial constraints currently limit our ability to implement digital integration, which is part of the plan.
  - **Human Resources (HR)** - none
  - **Equalities** - none
  - **Legal** - none
  - **Crime and Disorder** - none
  - **Information Technology (IT)** – information technology and digital integration forms part of the system wide improvement plan, relevant representatives from statutory agencies attend the project board, and there are plans to engage non-statutory services and the patients, customers and families in our developments. The national and regional work on this agenda guides our local work.
  - **Property** - none
  - **Other** – it is not yet known whether the Care Quality Commission will return to carry out further local system reviews in York. The HWBB is responsible for the improvement plan.

## Risk Management

11. Failure to implement the agreed improvements will result in continued poor performance as a system, including poor performance against the key performance indicators, and failure to improve outcomes for local people. This in turn has a negative impact on the reputation of individual partners and the city as a whole.

## Recommendations

12. The Health and Wellbeing Board are asked to:
  - i. Note this report

Reason:

The issues raised in the two CQC reports are recognised by the system as areas for improvement. The plan has been refreshed to ensure that relevant actions can be taken forward in partnership. It is important that we move to enact these improvements as part of 'our business as usual' approach, to deliver the best possible outcomes for people.

## Contact Details

### Author:

Pippa Corner  
Assistant Director - Joint  
Commissioning.  
CYC / NHS VOY CCG  
01904 551076

### Chief Officer Responsible for the report:

Sharon Houlden,  
Corporate Director Health, Housing &  
Adult Social Care  
City of York Council

Phil Mettam  
Accountable Officer  
NHS Vale of York Clinical  
Commissioning Group

Report  
Approved



Date 24/7/19

Wards Affected:

All

**For further information please contact the author of the report**  
**Background Papers:**

13 March HWBB report, which in turn included links to the relevant CQC publications.

**Annexes**

Annexe 1 – York Improvement Plan 2018, Updated July 2019

Annexe 2 - York Improvement Plan 2019.

**Glossary**

**Abbreviations**

A&E – Accident and Emergency

BCF - Better Care Fund

CCG – Clinical Commissioning Group

CDSG – Complex Discharge Steering Group

CHC - Continuing Healthcare

CRT – Community Response Team

CQC - Care Quality Commission

CYC – City of York Council

DASS – Director of Adult Social Services

DCLG - Department for Communities and Local Government

DH - Department of Health

DHSC - Department of Health and Social Care

DIG – Digital Integration Group

GDPR - General Data Protection Regulation

GP – General Practitioner

HCVSTP – Humber Coast and Vale Sustainability and Transformation Partnership

HICM – High Impact Change Model

H&CRB – Health and Care Resilience Board

HWBB – Health and Wellbeing Board

ICP - Integrated Care Partnership

ICS - Integrated Care System

IT – Information Technology

JCSG – Joint Commissioning Strategic Group

JSNA - Joint Strategic Needs Assessment

KPI – Key Performance Indicator

LCHRE – Local Care and Health Record Exemplar

LSR - Local System Review

MADE - Multi-Agency Discharge Events

NHS - National Health Service  
NYC – North Yorkshire Constabulary  
NYCC – North Yorkshire County Council  
OD – Organisational Development  
OT – Occupational Therapy  
PCN – Primary Care Network  
SCIE - Social Care Institute for Excellence  
STP - Sustainability and Transformations Partnerships  
S117 – Section 117 (of the Mental Health Act 1983)  
TEWV – Tees , Esk and Wear Valleys NHS Mental Health Foundation  
Trust  
VOYCCG – Vale of York Clinical Commissioning Group  
YTHFT - York Teaching Hospital NHS Foundation Trust