

Adult Social Care Quality Assurance

e-newsletter 4



Hello all!

In this fourth e-newsletter focussing exclusively on the quality of practice in Adult Social Care (ASC), I'd like to update you on our recent discussions at the February Quality Board meeting and some planned changes to the process.

We know that everyone is working hard to improve the outcomes for those who draw on care and support, but we recognise that it is equally important for all staff working within ASC to understand what high-quality care looks like and how they can contribute to delivering it.

Second external audit March and April 2023

Belinda Oates will be coming back to complete another round of audits in March and April. The Quality Board has decided to focus on Mental Health for this audit to gain a greater understanding of the work we do with those who draw on care and support who have mental health issues.

Margaretha Staines, our Principal Social Worker will be working closely with our colleagues from Camden & Islington to bring together a sample of individual case records and ensure Belinda has access to the RiO NHS electronic patient records system.

The audits will take into account the multi-disciplinary way of working in mental health services, and will include the work of Nurses Occupational Therapists, as well as Social Workers.

Belinda will be offering mentoring sessions to everyone who has had an audit completed, as this is an integral part of the auditing process.

Provider Services Quality and Development Lead

Finally, I want to take the opportunity to welcome Violet Northover. Violet is the new Provider Services Quality and Development Lead. She will be an integral part of our quality assurance journey.

KEY MESSAGES - RECENT BOARD MEETING

The Quality Board in February reviewed the purpose of the board, which is designed to govern and support the implementation of a QA framework and activities across the organisation to drive improvement.

To ensure that practice improvement is owned and influenced by everyone in ASC, there are going to be changes to the way our QA work is governed. From April there will be a new monthly **Quality Improvement Steering Group**. The group will consider QA from an operational lens and develop, implement, and oversee a suite of quality improvement and assurance functions and activities under the oversight of the Quality Board, which will now meet quarterly.

The Quality Improvement Steering Group will be co-chaired by the Head of ASC Operations and the Head of Insight, Quality and Financial Services. The group will include managers and practitioners across all levels within the organisation. This will ensure that those who are connected to practice on the ground can give context to the work and feed into forward plans around ASC delivery. Heads of Service will be thinking with their teams about who to nominate to represent their service.

UPDATE ON CQC ASSURANCE

Since the last quality update, we have been joined by **Cynthia Davis, Head of Adult Social Care Innovation**, who will be leading on preparation for the CQC assurance programme.

The CQC assurance group is now working to develop our draft Self-Assessment which will set out evidence-based assessments for each CQC quality statement.

CQC has now published interim guidance on their approach to local authority assessments. This can be viewed [here](#).

THERESA'S OPEN HOUSE: A DAY IN THE LIFE OF COMMISSIONER

Theresa Collier and her colleagues from Commissioning held an open house on 9 February 2023 to share more about the service and what they do.

The open house was able to highlight the significant and important role that Commissioning play in ensuring quality.

- Building relationships with the people we serve, communities, partners, providers, and colleagues to understand the current and emerging needs
- Measuring the impact of the services we commission and reviewing these robustly to ensure they are achieving the outcomes set out in the contract
- Co-production and collaboration with residents, the community, and providers to ensure that we deliver quality services.

I hope this e-newsletter continues to provide useful information about our review and refresh of quality assurance in ASC.

If anyone has any questions or suggestions, please do reach out to me, Roisin Harper, our ASC Quality Assurance Lead, your head of service, or your manager.

With best wishes,

Jamie Spencer

Head of Insight, Quality and Financial Services