

# Report to the Meeting of the

# Oxford Health NHS Foundation Trust

**BOD 05/2019**

(Agenda item: 7)

# Board of Directors

**31st January 2019**

**Oxfordshire CQC system review**

**For: Information**

**Executive Summary**

The paper is being presented for information to share the outcome from the follow up review by the CQC of the Oxfordshire health and social care system in November 2018. The CQC inspectors are meeting with the Health and Wellbeing Board members on 29th January 2019 to discuss the outcome.

The system action plan agreed in March 2018 will need to be refreshed following the most recent review by the CQC and there will need to be continued commitment from all partners to deliver the plan.

**Governance Route/Escalation Process**

The outcome of the follow up review has been shared within the Community Services Directorate and Executive Team. Regular communications were made to all staff before, during and after the follow up review.

**Recommendation**

The Board is asked to note the paper.

**Author and Title:** Jane Kershaw, Head of Quality Governance

**Lead Executive Director:** Kate Riddle, Acting Director of Nursing

1. *A risk assessment has been undertaken around the legal issues that this report presents and there are no issues that need to be referred to the Trust Solicitors*
2. *Strategic Objectives – this report relates to or provides assurance and evidence against the following Strategic Objective(s) of the Trust:*

*1) Driving Quality Improvement (Goals: patients will be safe from harm; patients will achieve the clinical outcomes they want; and patients and carers will have an excellent experience)*

**Introduction**

The CQC carried out a two-day follow up review of the Oxfordshire health and social care system in November 2018. The purpose of this follow up review was to look at progress against the action plan developed in response to the initial review in November 2017. As with the initial review, the focus was on how coordinated and integrated health and social care is for people aged 65 years old and over. Oxfordshire was the first of three Local Authority areas receiving a follow up visit by the CQC (the other areas are York and Stoke-on-Trent).

A draft report from the follow up review visit was received and a factual accuracy process completed in December 2018. The final report was published on 9th January 2019 and a special meeting of the Health and Wellbeing Board members with the CQC inspectors has been arranged for 29th January 2019. Further information about the review and the final report can be found at <https://www.cqc.org.uk/local-systems-review>

**Outcome from review**

The CQC recognsied the significant progress and improvements achieved so far against the 18-month action plan, agreed by the Oxfordshire health and social care organisations in March 2018. However system leaders were challenged to improve the pace of transformation.

Following the first review, a key priority for system leaders has been to work more closely together to plan and deliver health and social care services. Senior managers have used their learning from the winter pressure period in 2017/18, creating a system approach that has significantly improved joined-up working across NHS and Local Authority partners. Health and social care organisations have also been working together to improve patient flow through the system to reduce ‘delayed transfers of care’, so that patients who are physically well enough to leave hospital do so at the appropriate time.

The CQC report stated: “We saw some practical examples where the improved cross-system relationships had improved outcomes for people. For example, work had been undertaken to successfully reduce the numbers of people who remained in hospital unnecessarily.”

The membership of the Health and Wellbeing Board, responsible for the overall health and care strategy in Oxfordshire, has also been expanded to include District Councils and Chief Executives from the NHS Foundation Trusts and the Clinical Commissioning Group. The follow-up review noted a sense of shared purpose between senior leaders, and a willingness to take a system-based approach to resolving challenges and planning for the future. It also noted good involvement with older people in the review of the Older People’s Strategy.

**Next steps**

Continue to deliver the agreed action plan over the next nine months, including a review of services commissioned to support pathways of care for older people, and better use of voluntary and community groups sector to support patients so they can go home from hospital. Support and advice for people who pay for their own care – known as ‘self-funders’ –needs to be developed further with the voluntary sector.

The action plan will also be refreshed in light of the follow up visit.