



# Adult Social Care & Health Quality Assurance Strategy

# Our Commitments

In the Adult Social Care and Health Strategy 2022-2025 Best Life Derbyshire, we focus on a number of priorities:

<b>Outcome Focussed</b>	Support people to be as independent as possible at home and in the community and live their best life
<b>Short-term support</b>	Help people recover and regain stability, independence and control following a personal crisis or illness
<b>Joining up support</b>	Working across the system with carers, residents and partners i.e. hospitals to provide support in a safe and supportive homelike setting
<b>Co - production</b>	Work together to develop a more equal partnership between professionals, people who use our services and carers to deliver better outcomes for example: developing a policy and procedure
<b>Supporting Carers and our workforce</b>	Recognise and value carers and our social care workforce and the contribution they make
<b>Standards and value for money</b>	Make sure there is a good choice of affordable care and support available across the county with a focus on people's experiences and improving quality.

## Best Life Derbyshire

Health Communities Prevention Support  
 Advice Connected Universal Support

**Lead your best life**  
 look out for one another



# Quality Assurance Strategy

This strategy sets our vision to those key priorities and the approach taken by Adult Social Care and Health to Quality Assurance.

It describes our commitment to listen and work with local people to develop health and social care services which meet the needs of the people of Derbyshire.

## Best Life Derbyshire



# Working with people

Adult social care and health (ASCH) supports adults in Derbyshire using a 'Practice Framework'. This helps look at things that can help people for example:

- Prevention services for example Personal alarm systems
- Simple equipment and adaptations
- Social work support
- Assessments and support planning

This is delivered by working together with local people and their carers to assess and put in place personalised, strength based care and support plans which support to meet the assessed eligible needs and outcomes.

People who are eligible are supported to purchase their own support through [direct payments](#). Information around charging for residential and non residential is accessible including easy read versions and advocacy.

When changes to the delivery of care and support or charging policies are proposed the community has the opportunity to have their say through the consultation process. Where appropriate ASCH monitor the following information of the people using its services or employed;

- Age
- Race
- Sex
- Sexual Orientation
- Religion and belief
- Tran status
- Disability

This is to support better diversity, inclusion, accessibility and fairness of outcomes.



## Stakeholder Engagement

Feedback from people who use our service is important to understand the experience of the people that we serve. It helps us develop and improve our services. [The Best Life strategy](#) is based on engagement with communities and finding out what matters to them.

Working with people as we listen supports with building of relationships and trust. We will do this through;

- Consultation
- Co-production
- One to one discussions
- Surveys
- Complaints and Compliments
- Questionnaires
- Panels
- Focus Groups
- Analyse data with residents and businesses in Derbyshire to improve services

## Supporting people to live healthier lives

- Work with people to live a healthy life.
- Support people's health and wellbeing
- Reduce inequalities
- Increase healthy life expectancy



# Providing support

## **Contract Monitoring of external services**

ASCH have procedures in place to ensure quality of care is provided on it's behalf. The Contracting and Market Management team complete quality monitoring visits to support with delivery of high quality safe and responsive care with social care providers.

They work together with the [Social Care, and Integrated Care Board\(ICB\)](#), and have regular meetings with [Care Quality Commission \(CQC\)](#). When they have meetings they discuss high risks within care provisions.

Where there is concerns around quality or safety within any of these services a formal process is used, actions plans are developed and any improvement work is completed.

The Contracting and Market Management team will monitor any actions and will monitor this to keep people safe.

## **Monitoring of Directly provided services**

The responsibility to oversee the quality, safety and personalised care at ASCH services that we provide are with the managers that work within the services and the Quality and Compliance team.

If there is concerns around quality or safety within the services the teams will look to stop admissions to the services whilst they complete improvement work



## Transition arrangements

When you are in Childrens services and move in to ASCH services they call that move a transition. Children services and ASCH work closely together to prepare young people to be more independent and move in to adulthood.

They look to start working together with a young person from the age of 14. Looking at a strength based approach when looking at what outcomes for the person when they reach adulthood.

Meetings are held every second month to look at transition plans for young people, this is to try minimise any delay.

The work completed is overseen in the meetings and monitored by the Transformation programme Board and the Better lives steering group. The Transformation board hold a monthly meeting, this includes Childrens services, ASCH, Commissioning, Health and SEND. The work within the teams involved is to improve joint working.

Young people's feedback is gathered as part of creating a clear, co – produced plan.

## Integrated Care and Partnerships

[Joined Up Care Derbyshire](#) is the integrated care system underpinning the coordination of health and social care across Derbyshire.

ASCH and Derbyshire Community Health services are currently working on a programme called 'Working Together Better'

They are looking at 'Pathway one', this is a service where an assessment or short term support/intervention can help the person remain in their own home in time of a crisis(urgent community response), support timely discharge to support people to remain in the place that they call home.

The 'Team Up Derbyshire' aims to create one team across ASCH.



This way of working will help improve communication and provide a safer coordinated care and supports safe moves between different services in the community.

There are two hubs that are based at the two main hospitals which allows ASCH colleagues work together.

Derbyshire County Council works closely with District & Borough partners to support with [Housing, Accommodation and Support Strategies](#) and in the delivery of Disabled Facilities Grants.

Derby and Derbyshire Voluntary Community and Social Enterprise (**VCSE**) also work together to improve the joint working between health and social care and voluntary sector services and support.

### Market Shaping and commissioning

There is ongoing work by the Department of Health and Social care around the fair cost of care and market sustainability. ASCH have developed a number of reports which show how the market is in Derbyshire and areas where there is known and expected gaps.

Strategies have been developed in partnership with system colleagues, experts by experience, people that use our services and carers. They look at local and national data to benchmark across regional data. Information received from Joint Strategic Needs Assessment, Health Needs Indices, Health Impact Assessments, prevalence data, census data informs the department's understanding of the care and support needs in Derbyshire. Feedback received by Derbyshire residents, providers and partners identify gaps in service provision/market and supports the council to identify what needs to be prioritised.

Contracts and commissioning teams have an open dialogue with providers and partner agencies to understand, support and maintain a vibrant and sustainable market. An annual conversation with providers supports us to better understand the relationship between fees paid and costs of delivery to ensure sustainability and the Council operates transparent fee modelling when setting fees for care services.

Regulated care home settings have a frontline practitioner and an ICS officer to promote good communication with providers about the care provision.





# Ensuring Safety

ASCH are committed to supporting an open and transparent culture within which colleagues are encouraged to learn from incidents rather than proportion blame where improvements are identified.

## **Risk Analysis**

ASCH uses a tool called a 'risk prioritisation tool'. This allows the department to understand the volume of unallocated Care Act work across the county's eight areas. The tool is used to triage that work in accordance with the level of risk associated with it. There is oversight of within each locality of the case load held by practitioners with expectations around allocation set centrally and in accordance with the prioritisation tool.

There are four levels of risk prioritisation: very high, high, medium and Low. Risk is assessed by the worker who uses information in the referral and/or information they have gathered during the triage process, to make an evidence-based decision using the risk assessment grid.

All Deprivation of Liberty Safeguard referrals are triaged by a qualified Best Interests Assessor (BIA). BIA are, independent from commissioners of care, and they look at care records and consult with the person, their family and friends where appropriate and involved professionals. DOLS assessments are then scrutinised by a DOLS Authoriser who has several powers to act, if concerned about any aspect of care or quality (including by setting Conditions, or by requiring further assessments or reviews).

Service Managers are responsible for monitoring their colleagues caseloads. This is monitored using methods like supervision meetings.



## Safeguarding

ASCH has a Safeguarding, Quality and Development Team that work across the department to ensure best practice in adult safeguarding is adopted across all teams to protect adults with care and support needs.

Quality Assurance Managers look at data and report on this and look at learning from adults with lived experience of safeguarding. The team complete action plans when any themes are identified from the data they look at. They then review the actions taken to measure the impact of these, providing oversight, advice and support to social work teams.



### The Derbyshire Safeguarding Adults Board

The Derbyshire Safeguarding Adults Board (DSAB) works with organisations across Derbyshire to ensure that they have safeguarding policies and procedures in place and that they work together in the best way possible to protect adults with care and support needs.

The [DSAB website](#) provides a wide range of information and resources for both members of the public and professionals who may be concerned about adult abuse or neglect.



# Leadership

## **Effective governance and assurance**

The Quality Assurance Board for Adult Social Care and Health sits every six weeks and is chaired by a member of the Departmental Management Team. The board receives updates and escalations from workstream leads in the following areas: Commissioning and Contracting, External Market Quality Monitoring and Improvement, Direct Care – Quality Assurance, Area Social Care Quality Assurance, Stakeholder Voice, Safe Services, Workforce and Policy and Complaints. Any concerns raised inform the risk register, prioritisation and action planning.

Effective quality assurance processes are prioritised by the department and detailed Quality Assurance. Frameworks are in place which set out the requirement to regularly audit and review the way in which services have been provided. This approach to review allows us to be proactive and identify themes and trends highlighting where improvements are required, as well as good practice.

## **A culture of learning, improvement and innovation**

ASCH actively seeks to promote a continuous cycle of practice development, learn when mistakes are made and to share and embed improvement. ASCH aims to promote a reflective culture, share best practice and listen to people about what works well. This includes regular surveys which are analysed to inform action plans and embed improvements. Internal management reviews, case file audits and notifiable incident reporting are central to the learning approach taken by ASCH. These reviews are conducted where an incident has occurred, and learning has been identified either from good practice or where learning has been identified. Themes and trends are reviewed and learning is shared across the department through well-established forums.



This work allows ASCH to take a proactive approach to learning and we work closely with our colleagues in learning and development and policy teams to tailor training and policy around the specific needs of our workforce.

The Learning and Development team quality assures the training delivered through an established process of evaluation and feedback from course participants. Embedded peer group discussions for practitioners and communities of practice for local team leaders encourage peer reflection and shared learning.

Regular improvement cycles attended by operational and central leads within the Council's directly provided services allow for learning to be shared and a proactive and dynamic approach taken to policy development. Learning is translated into refreshed and updated policy and procedure and with an embedded process for ratification. Practice weeks play an integral part of the quality assurance framework and supports a focus on particular practice areas, providing a unique opportunity to bring colleagues together to promote shared learning and reflection.

### **Managing and sustaining an effective workforce**

The Workforce Strategy sets out the priorities for the department for recruiting and retaining well motivated and well-trained colleagues across the department.

Implementation of the Workforce Strategy is overseen by a Workforce Development Group chaired by a member of the Departmental Management Team. This group is responsible for the oversight of recruitment, retention, apprenticeships, essential training, induction, continuity planning and other relevant topics.

