

CQC Assessment Update Adult Social Care and Health Scrutiny

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CQC assessments of local authorities

- CQC is assessing how local authorities meet their duties under Part 1 of the Care Act 2014
- Oldham's assessment started on 9 June when CQC made an Information Return Request
- The Information Return was submitted three weeks later on 27 June and included around 150 documents relating to the 4 assessment framework themes – working with people; providing support; ensuring safety and leadership
- CQC are likely to visit Oldham in the next 3-4 months to carry out a site visit

Self-assessment – Key strengths

- A **clear vision and strategy** for our approach to Adult Social Care in Oldham based on a preventative strength-based approach
- A **robust front door service** that operates to meet the needs of people as soon as possible, using a collaborative approach
- Our **positive approach to market oversight** includes the joined-up management of risk across the health and social care market underpinned by data and evidence
- **Adult safeguarding** excels through robust partnerships and the Tiered Risk Assessment and Management (TRAM) Protocol, a multi-agency framework addressing complex cases
- Our approach to **hospital discharge** supports safe and timely discharges and ongoing care assessments
- We recognise **communication and engagement** with our residents, workforce and partners is key to delivering safe and effective services

Self-assessment – Areas for development

- **Reduce waiting lists**, particularly care reviews and financial assessments
- **Improving engagement and co-production** to make sure that the service is user led
- We recognise the need to **improve mental health services**
- We are seeking to **improve our in-borough range of service provision**. A key focus is to ensure people are not placed out of borough where possible.
- **Improving the transitions of young people from children's social care** into adult social care
- To **maximise the use of care technology** as a tool for independence and enablement
- Further work is required to ensure **Equality, Diversity and Inclusion (EDI) is truly embedded** in culture, leadership, governance, service design and community engagement

Next steps - site visit preparation

- We are now preparing for the site visit, which usually lasts 2-3 days, and will include discussions and interviews with:
 - residents receiving care and support, their families and carers
 - frontline staff; commissioners; managers and senior leaders from ASC
 - partners from a range of organisations including the voluntary, community, faith and social enterprise sector; health organisations and registered providers and other commissioned services
 - members - lead and shadow for health and care; ASC & Health overview and scrutiny board chair; health and wellbeing board chair
 - Chief Executive; Director of Public Health;
 - chair of the Adult Safeguarding Board and board partners.
- Briefings are being planned for groups and individuals who will meet with CQC, including sessions with LGA and ADASS, who will come in to provide an independent perspective and share experiences from other authorities

Reporting

- Following the site visit CQC will produce a draft report that local authorities are able to check for factual accuracy and for completeness of evidence used before final publication.
- Authorities are rated using the following scale. Scores are based on the quality statements



- Currently reports are taking several months to be published following the completion of the site visits.