

CQC Feedback Oldham Adult Social Care

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Director of Adult Social Care (DASS)

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Local authority adult social care
provision assessed and rated as

Good 

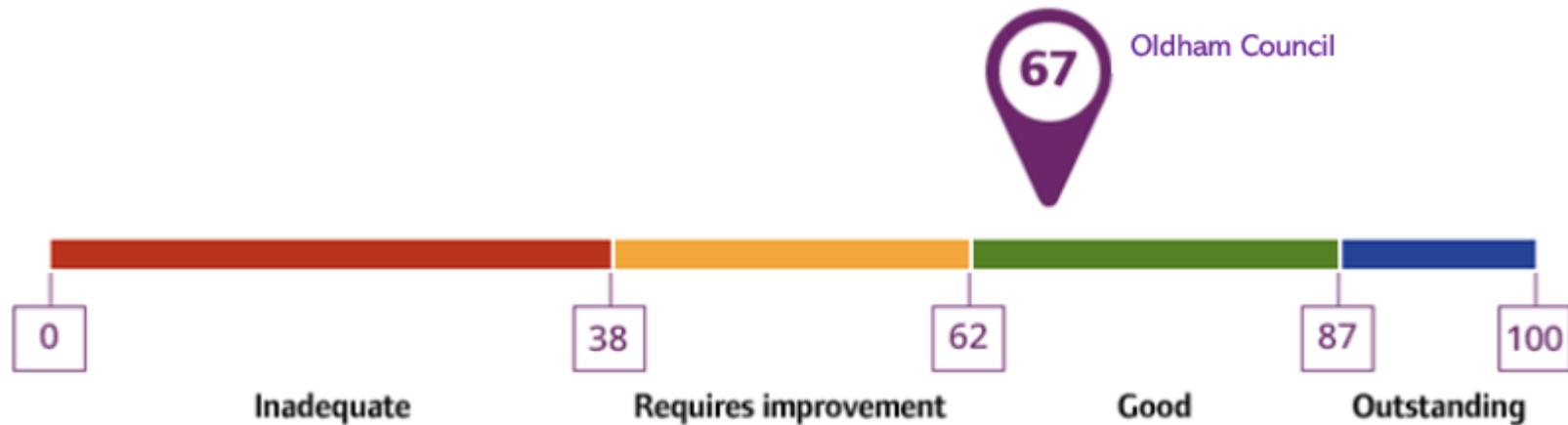


Oldham
Council

Local authority rating and score

Oldham Council

Good 



Quality statement scores

Assessing needs Score: 2 

Supporting people to lead healthier lives Score: 2 

Equity in experience and outcomes Score: 2 

Care provision, integration and continuity Score: 3 

Partnerships and communities Score: 3 

Safe pathways, systems and transitions Score: 3 

Safeguarding Score: 3 

Governance, management and sustainability Score: 3 

Learning, improvement and innovation Score: 3 

Local authority scores and rating

Oldham is ranked in the top third of authorities that have had their assessment published

| Score | Local authority | Number | Rank |
|-------|---|--------|----------------------|
| 89 | Barking & Dagenham; Camden; Kensington & Chelsea | 3 | Outstanding |
| 81 | North Yorkshire; Wokingham | 2 | |
| 78 | Hertfordshire, Milton Keynes | 2 | Good |
| 75 | Cheshire East; Knowsley; Staffordshire; Sunderland; Thurrock; Westminster; | 6 | |
| 73 | Bradford; Buckinghamshire; Darlington; Essex; Hillingdon; Islington; Wandsworth | 7 | |
| 70 | Calderdale; Isles of Scilly; Hartlepool; Leeds City; Hounslow; Sutton; Northumberland; Peterborough; Kingston-upon-Thames; Sefton; Southend-on-Sea; Surrey | 12 | |
| 67 | OLDHAM Blackburn with Darwen; Bolton; Durham; Derbyshire; East Sussex; Gateshead; Merton; Plymouth; St Helen's; Telford & Wrekin; Torbay; West Sussex; Wiltshire; Bolton | 14 | |
| 64 | Cambridgeshire; Barnet; Croydon; Enfield; Waltham Forest; Shropshire; Stoke-on-Trent; North Tyneside; Stockton-on-Tees; Cheshire West & Chester; Halton; Liverpool; Bracknell Forest; Oxfordshire; Slough; West Berkshire; Bristol City; Doncaster; Swindon | 19 | |
| 62 | Brent; Newham; Middlesbrough; Windsor & Maidenhead; Wakefield; Hackney; Westmoreland & Furness | 8 | Requires Improvement |
| 59 | Harrow; West Northamptonshire; Redcar & Cleveland; Wirral; Medway; North Somerset; South Gloucestershire; Kirklees; NE Lincolnshire; | 9 | |
| 56 | Norfolk; Bromley; Ealing; Haringey; Leicester City; Kent; Sheffield City; | 7 | |
| 53 | Hammersmith & Fulham; Derby City; Leicestershire; Walsall; Cumberland; Warrington; Reading; Bath & North-East Somerset | 8 | |
| 50 | Lancashire; Gloucestershire; Hull City | 3 | |
| 48 | Brighton & Hove | 1 | |
| 45 | Redbridge | 1 | |
| 39 | York | 1 | |
| 34 | Blackpool | 1 | Inadequate |
| 28 | East Riding | 1 | |
| | | TOTAL | 105 |

Overall Summary

- Overall, despite ongoing challenges with timeliness and preventative capacity, the local authority showed strong leadership, a well-embedded strengths-based approach, effective integration, and a culture of improvement that delivered positive experiences for many people.
- Most people told CQC they had positive experiences with adult social care.
- People frequently praised staff for their empathy, professionalism, and clear communication, describing support as outstanding and commending timely, expert advice that helped them navigate complex decisions, including safeguarding and financial matters.



Feedback

- People appreciated short-term interventions like social prescribing and reablement, which often improved wellbeing and independence.
- People spoke positively about assistive technology and adaptations that enabled them to remain at home.
- A review of people's care records showed their human rights were respected and protected and that they were involved throughout in decisions about their care.
- The local authority worked with people, partners and the local community to make available resources and other measures to promote independence, and to prevent, delay or reduce the need for care and support.
- The local authority took steps to identify and target people in the area who had needs for care and support that were under met or not met at all.
- People, partners and staff fed back positively about the impact of reablement on people's outcomes.
- People valued choice and control through direct payments. which had high uptake, and some highlighted how this enabled culturally appropriate care and flexibility.
- People felt safe and supported during transitions and hospital discharge and appreciated person-centred planning and strong partnership working.



Feedback

- The local authority worked with local people and stakeholders to understand the care and support needs of the different communities across Oldham.
- Local authority data on population needs had been used to inform the Market Position Statement, and commissioning strategies were aligned with the strategic objectives of partner agencies.
- Market-shaping activity addressed gaps in specialist provision, and strategic plans aimed to bring people placed out of borough back to the area and develop culturally appropriate services.
- Preventative interventions such as social prescribing and front-door occupational therapy had a positive impact.
- The local authority had effective mechanisms for engaging routinely with care providers, and collaborated with them to ensure that the cost of care was transparent and fair, for example, through annual cost of care exercises
- The local authority was investing into Oldham's care infrastructure to promote sustainability, e.g., through Oldham Total Care and MioCare.



Feedback

- The local authority understood the risks to people across their care journeys. Risks were identified and managed proactively, the effectiveness of these processes in keeping people safe was routinely monitored.
- To ensure people's safety outside of traditional working hours, an Emergency Duty Team (EDT) provided support and an emergency response to people in the evening, at night or at the weekend.
- Staff also told us Oldham's multi-agency safeguarding approach, including the Tiered Risk Adult Management (TRAM) framework, applied to all Oldham residents' needs regardless of where they received care.
- There was senior level leadership and oversight of safeguarding work. Safeguarding risks, waits for Section 42 enquiries and other performance metrics were reported on and reviewed by local authority leaders monthly.
- Within the local authority, there were effective systems, processes and practices to safeguard people from abuse and neglect. Safeguarding enquiries were carried out sensitively, keeping the wishes and best interests of the person concerned at the centre.
- The local authority worked with the OSAB and partners to deliver a coordinated approach to safeguarding adults in the area. This was delivered through the OSAB's 3-year Business Plan.



Feedback

- The local authority demonstrated strong leadership and governance, with visible and engaged leaders who were described as capable and compassionate.
- Staff described a highly positive and supportive culture, and all managers were approachable and were kept well-informed about performance and risks, which they said contributed to an open culture in which they could be autonomous.
- Together with the local authority's commitment to workforce development and equality training, this indicated human rights and diversity principles were embedded in the local authority's values, culture and leadership behaviours.
- Leaders circulated a monthly feedback report containing compliments, complaints, feedback, quality assurance themes and outcomes from engagement forums.
- Governance arrangements are strong and included regular leadership meetings, performance reviews, and quality assurance panels, supported by live data dashboards and audits.
- Staff reported feeling supported, with manageable caseloads, inclusive training and lived experience embedded in recruitment and development.
- Learning and innovation were clear strengths, with sector-led improvement, peer networks, and Communities of Practice supporting continuous development. Staff expressed pride in delivering person-centred care and quick, safe responses in crises.

Areas for development during 2026-27

- **Reduce waiting lists**, particularly care reviews and financial assessments
- **Improving engagement and co-production with residents** to ensure that ASC is user led
- Implement the plan to **improve mental health services**
- Develop and implement the plan to **improve our in-borough range of service provision**. A key focus is to ensure that people are not placed out of borough unnecessarily
- Working with Children's Social Care to **improve the transition of young people** into adult social care
- To **maximise the use of care technology** as a tool for independence and enablement
- Ensure **Equality, Diversity and Inclusion is truly embedded** in culture, leadership, governance, service design and community engagement
- Review and implement changes to **improve the provision of support to unpaid carers**
- **Improve the availability and access to information** on Adult Social Care and related support particularly for those people who **do not speak English** and those who are **digitally excluded**

Next steps

- An Improvement Plan is being developed to identify short, medium and long-term priorities based on the areas of development identified during the self-assessment and CQC assessment process
- Involvement in collective reflection on assessment results and areas of development and participation in peer support with authorities from GM and the north-west as part of the support programme being developed with NWADASS and Partners in Care and Health
- Preparation for the annual self-assessment ensuring that the process includes engagement with partners across the local authority, health and voluntary and community sectors and directly with residents through our co-production plan
- The ongoing assessment process is still being agreed between CQC and the Department of Health & Social Care. It is expected that the next onsite visit for outstanding and good rated authorities will be in 4 years time. An assessment could be carried out sooner if requested by a local authority and CQC have available resources
- Build on the current good-rating and score of 67 to ensure continuous improvement across ASC in Oldham through extensive monitoring and review of ASC activity and improved outcome measurement