

Report to CABINET

Adult Social Care CQC Assessment Outcome

Portfolio Holder:

Cllr Barbara Brownridge, Cabinet Member for Adults Health & Wellbeing

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Reason for Decision

This report provides information for Cabinet on the outcome of the Care Quality Commission's assessment of Adult Social Care in Oldham.

Executive Summary

The Care Quality Commission published its assessment report on adult social care in Oldham on 4 February 2026. Adult social care received a good rating and a score of 67.

In the final report the CQC praised Oldham for its strong leadership, positive culture, and person-centred approach, with most people telling assessors they had a good experience of local services.

Recommendations

None

Adult Social Care CQC Assessment Outcome

1 Background

- 1.1 The Care Quality Commission (CQC) was given a responsibility, through the Health and Care Act 2022, to carry out assessments of health and care systems in a local area, in order to understand how care is improving outcomes for people and reducing inequalities in their access to care, their experiences, and outcomes from care.
- 1.2 The assessments are based on an assessment process that focuses on 4 core themes: working with people; providing support; ensuring support and leadership and nine quality statements.
- 1.3 In order to reach a rating and a score for each authority the CQC uses five evidence categories:
 - People’s experience;
 - Feedback from staff and leaders;
 - Feedback from partners;
 - Processes; and
 - Outcomes
- 1.4 The assessment process is made up of different stages that include an information return; interviews with residents; people who are using adult social care; unpaid carers; partners; Adult Social Care staff and leadership and elected members. The final stage is the publication of the assessment report.
- 1.5 The assessment report provides a rating for each authority and a score based on how well the authority meets the criteria set out for the nine quality statements. Authorities receive one of the following ratings: Outstanding; Good; Requires Improvement; Inadequate. They also receive a score out of 100.
- 1.6 To date CQC has published 106 reports of 153 authorities. It expects to have completed all assessments by the end of March 2026. Reports will not be published during the pre-election period.

2 Current Position

- 2.1 Oldham’s report was published on 4 February and received a rating of Good and a score of 67. Oldham is ranked in the top third of authorities to have had their report published.



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- 2.2 The information return including a self-assessment of Oldham's view of its current position was submitted in June 2025. The onsite visit and interviews with stakeholders took place in October 2025 and a draft report received in December 2025.
 - 2.3 In the final report the CQC praised Oldham for its strong leadership, positive culture, and person-centred approach, with most people telling assessors they had a good experience of local services. Assessors also highlighted the empathy, professionalism and clear communication shown by ASC staff.
 - 2.4 Residents described the support they receive as "outstanding" and spoke highly of the advice they were given, including on safeguarding and financial matters.
 - 2.5 Partnership working was also identified as a key strength, with Oldham commended for working closely with health services, care providers and community organisations to deliver joined up, coordinated support.
 - 2.6 The CQC also praised Oldham's safeguarding arrangements, noting strong leadership oversight, effective systems, and a well-coordinated multi-agency approach to keeping people safe.
 - 2.7 The report also identified some areas where improvement was required. These included mixed feedback from unpaid carers relating to the support they received and the availability of respite care and more work to be done on reducing waiting times for care reviews and financial assessments.
 - 2.8 In response to the report ASC is working on plans that focus on both addressing areas of improvement and on building on the good work highlighted throughout the report. An improvement plan will form part of the overall ASC Business Plans for 2026-27 and is being developed in line with the overall corporate planning process.

3 **Next steps**

- 3.1 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
- 3.2 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
- 3.3 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
- 3.4 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
- 3.5 Adult Social Care is working to 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

4 Background Papers

- 12.1 The following is a list of background papers on which this report is based in accordance with the requirements of Section 100(1) of the Local Government Act 1972. It does not include documents which would disclose exempt or confidential information as defined by the Act :

Name of File : full_book_oldham-council-local-authority-assessment-1773051369
Records held in Adult Social Care Department, Oldham Council, Spindles Shopping Centre, George Street, Oldham, OL1 1HD
Officer Name : Jayne Ratcliffe
Contact Email: Jayne.Ratcliffe@Oldham.Gov.UK

Name of File: Oldham Adult Social Care Self-Assessment June 2025
Records held in Adult Social Care Department, Adult Social Care Department, Oldham Council, Spindles Shopping Centre, George Street, Oldham, OL1 1HD
Officer Name : Jayne Ratcliffe
Contact Email: Jayne.Ratcliffe@Oldham.Gov.UK

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Signed _____ Cabinet Member (specify whom)	Dated _____
Signed _____ Executive Director/Deputy Chief Executive	Dated _____