

Quality matters

A summary of year one outputs

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Action 1 - Acting on feedback, concerns and compliments

Co-ordinating organisations – Healthwatch England / Local Government & Social Care Ombudsman

Single Complaints Statement

The Local Government and Social Care Ombudsman and Healthwatch England have produced the Single Complaints Statement – a guide for each stage of the complaints process, for adult social care providers and commissioners, people who use services, their families and carers.

<https://www.lgo.org.uk/adult-social-care/adult-social-care-resources>

Complaints about social care - an appendix to the Complaints Toolkit for local Healthwatch

Healthwatch England produced this toolkit to help commissioners and providers work with their local Healthwatch to scrutinise local complaints systems and learning.

<https://www.healthwatch.co.uk/report/2017-07-12/local-complaints-systems-how-well-are-they-working>

Action 2 - Measuring, collecting and using data more effectively

Co-ordinating organisations – CQC / Skills for Care

Portal for data sharing

CQC and SfC carried out user engagement to test a single portal for sharing information - using CQC's Provider Information Collection (PIC) and SfC's National Minimum Data Set– Social Care (NMDS-SC). They determined that there is insufficient evidence to pursue a unified social care portal and the benefit of sharing data between the PIC and NMDS-SC is not as significant as initially assumed. There remains value in exploring a shared view of quality and agreement of performance and outcome measures that can be shared between regulators and commissioners to reduce duplication on providers and make better sense of what is happening in services for the public.

Action 3 - Commissioning for better outcomes

Co-ordinating organisation – LGA

Integrated Commissioning for Better Outcomes Framework

Integrated Commissioning for Better Outcomes, jointly published by LGA with NHS Clinical Commissioners, is a framework updating the original Commissioning for Better Outcomes, focusing on better outcomes for people, place and populations. It is a key tool for council and NHS commissioners to support local health and care economies to strengthen their integrated commissioning for the benefit of local people. LGA hope it is of practical use to support improving outcomes through the standards which set out what should be in place for strong, outcomes-focused, integrated commissioning.

<https://www.local.gov.uk/icbo>

Top tips for sustaining homecare

This was a joint piece of work between LGA, ADASS and UKHCA on promoting good practice in home care contracting.

<https://www.local.gov.uk/top-tips-sustaining-homecare>

Workforce commissioning

This provides guidance on commissioning workforce and shaping local labour market.

<https://www.skillsforcare.org.uk/Leadership-management/Workforce-Commissioning/Workforce-commissioning.aspx>

Quality improvement resource for adult social care

This resource is aimed at commissioners and it brings together NICE quality standards and guidelines in an easy to use format, mapped against Care Quality Commission key lines of enquiry. It may also be useful to provider organisations and people who fund their own care. It was launched in October 2017.

<https://www.nice.org.uk/about/nice-communities/social-care/quality-improvement-resource>

Action 4 - Better support for improvement

Co-ordinating organisations – SCIE / Skills for Care

Quality improvement in health and social care

A digital resource that will support improvement by disseminating a knowledge based approach based on the principles of Improvement Science is being developed to host case studies and practice examples. The initial audience for these resources will be registered managers.

<https://www.scie.org.uk/e-learning/quality-improvement>

Infographic mapping national support for improvement

SCIE and SfC are consulting on an infographic that will show how the different national organisations work together on improvement. It will be hosted on the SCIE digital resource: <https://www.scie.org.uk/e-learning/quality-improvement>.

Action 5 - Shared focus areas for improvement

Co-ordinating organisations – NICE / Skills for Care

‘Unlocking capacity: smarter together’

This is a digital resource promoting good quality, person-centred care through collaborative working across health and adult social care. The resource aims to inspire local system leaders (e.g. STPs, accountable care organisations, integrated care systems) to take the next step on their journey of collaborative working. The resource offers an animation to support navigation of adult social care; 7 high level, real-world case studies showing the value of collaborative working between health and adult social care; and a collective offer from national Quality Matters partners to support collaborative working at a local level.

<http://qualitymatters.nice.org.uk/unlocking-capacity-smarter-together/index.html>

Action 6 - Improving the profile of adult social care

Co-ordinating organisations – ADASS / LGA

Lincolnshire County Council communications

Lincolnshire County Council agreed to pilot some public material using the Quality Matters label and, ally it to local (Lincolnshire) public information materials. The following communication resources highlight the use of the Quality Matters logo.

<https://www.lincolnshire.gov.uk/news/county-news/features/good-care-matters-to-us-all/132381.article>

YouTube videos:

[We carry out over 65,000 home visits every week across Lincolnshire](#)

[Over 34,000 ask for help from us every year](#)

[We enable families of people who need care and support to continue their employment](#)

[We support over 8,000 carers in Lincolnshire](#)

[The service has been excellent - it's changed everything for us](#)

It was determined that a 'social movement' is not necessarily the best way to describe the work of the coordinating national organisations to harness momentum. Instead, the coordinating organisations worked to improve the profile of adult social care through, for example:

- The ADASS budget survey report, published in June 2018, which provided data and analysis of the state of adult social care finances in England.

<https://www.adass.org.uk/adass-budget-survey-2018>

- 'The lives we want to lead: the LGA green paper for adult social care and wellbeing'. This aims to promote an understanding of the issues surrounding adult social care and encourages as many people as possible to respond as part of a consultation.

www.local.gov.uk/about/news/lga-launches-own-green-paper-adult-social-care-reaches-breaking-point

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- The LGA published a series of think pieces on adult social care from a range of sector experts which stressed the fundamental value of adult social care and explored what a future system might look like.

www.local.gov.uk/about/campaigns/towards-sustainable-adult-social-care-and-support-system

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