# Appendix 15 - Quality & Safeguarding

## Budget Proposals 2020/21

**Summary of Service Objectives and Services Provided:**

| Service Area | Revenue Budget £ |
|---|---|
| Quality & Safeguarding - Adults | 90,000 |
| Quality & Safeguarding - Childrens | 126,360 |
| **Grand Total** | **216,360** |

**Quality Team:**

The core function of the Quality Team is ensure the Strategic Commission has effective systems and processes in place to ensure the organisation is able to effectively discharge its duty to commission quality services on behalf of the local population.

Quality is the central principle of our health and care services; it is what matters most to people and what motivates and unites the workforce. The Strategic Commission is committed and responsibility for securing continued high quality services for its local population. Quality underpins the Corporate Priorities of Starting Well, Living Well and Ageing Well, Place Based Services and Vibrant Economy.

Quality is defined as safe services, with good user outcomes and that users of the service have a positive experience.

This means embedding quality and patient safety into the core business of the organisation; from the initial inception of a new commissioning proposal, to ensuring it has robust quality assurance mechanisms for those services already commissioned through to ensuring users' experience of accessing these services is used effectively to inform and continuously improve the quality of commissioned services.

**Safeguarding Team:**

The Quality and Safeguarding Directorate is responsible for ensuring that the health economy meets its statutory functions to prevent, recognise and respond to all elements of abuse of all vulnerable groups. (Care Act 2014: Children Act1989:2004)

Key outputs of the safeguarding service are the following:

- To ensure that the whole health economy pays due regard to protect and support vulnerable people in all services
- To ensure that health services in Tameside and Glossop work with multi agency teams to support and enhance the overall service provision for vulnerable families

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To provide safeguarding support and advice for safeguarding to practitioners across all services

- To professionally challenge some elements of safeguarding practices within Tameside and Glossop.
- To ensure that there is coordination of implementation of any developments in safeguarding nationally, regionally and locally.

The Safeguarding Team at CCG do not deliver on services but are responsible for ensuring that health providers deliver.

**Individualised commissioning team**

The team is responsible for assessment, commissioning and active complex case management of all individual treatments and care for those eligible for NHS funded care

**Key Objectives;**

- The Strategic Commission is assured about the ongoing quality of health and care services commissioned on behalf of the T&G population.
- The Strategic Commission is supported by the quality and safeguarding teams to effectively discharge its statutory duty to commission, design and procure high quality services on behalf of the local population.
- The objectives are achieved by the team providing a wide range of advice, support, challenge and assurance functions throughout the organisation.

| Spend Analysis | Revenue Budget £ |
|---|---|
| Expenditure | |
| Employees | 280,700 |
| Premises Related Expenditure | 11,250 |
| Transport Related Expenditure | 5,900 |
| Supplies and Services | 149,980 |
| Recharge Expenses | 500 |
| **Expenditure Total** | **448,330** |
| Income | |
| Recharge Income | (64,570) |
| Customer and Client Receipts | (32,750) |
| Other Income | (134,650) |
| **Income Total** | **(231,970)** |
| **Grand Total** | **216,360** |

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**Achievements and successes in 2019/20**

**Quality**

- Significant strengthening of the contract performance, quality assurance and governance arrangements for the monitoring of T&G Care homes. This has seen a continued improvement in the number of care homes moving from requires improvement to good and a reduction in the number of inadequate care homes. Intelligence systems in place now ensure early oversight of care homes which may require additional support and intervention from the Quality Improvement Team..
- Continued implementation of an integrated health and care approach to deliver the GM ambition to reduce gram negative Ecoli infections across the economy.
- Implementation of GP packs to support the improved update of Health Checks for people with Learning Disabilities and to reduce health inequalities for this group.
- Redesign of ICFT Contract quality and performance monitoring requirements to reflect a system approach.

**Safeguarding**

- Since 2018 the management of the Safeguarding Boards' adults and children functions have been amalgamated with the CCG Safeguarding Team . The teams support the functions of the safeguarding boards and ensure that there is delivery on safeguarding multi agency training.
- The services support the corporate priorities of Starting Well, Living Well and Ageing Well, Place Based Services and Vibrant Economy by ensuring that due regard is made to safeguarding of vulnerable groups whenever there is commissioning, redesigning or evaluating of services to support these priorities

**Individualised Commissioning**

- Continued strong financial controls programme despite the challenges of an increasing demand for NHS funding due to increase in complexity of clients
- Achievement of the two Quality Premiums for Continuing care
- National recognition of our significant reduction in long term hospital placement in Learning disabilities.
- Successful implementation of CHC Personal Health Budgets
- NHSE pilot site for Mental Health SEC 117 Personal Health Budgets

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**Key priorities for 2020/21 and future years**

**Quality**

- Quality and safeguarding Assurance of smaller value contracts via a risk stratification approach
- Work with LA colleagues to ensure quality and safeguarding assurance of Public Health, Adult Social Care, Home Care and Support at Home commissioned services are sighted within Quality Assurance report.
- Revision of contract quality and safeguarding assurance mechanism for the Pennine Care Foundation Trust contract
- Ensuring contract arrangements for the Integrated Care Foundation Trust contract reflect the transition of Adult Social Care services.
- Support the quality of commissioning and contract management in children's services

**Individualised commissioning**

- Continued role out of Personal Health Budgets offer to all NHS Continuing Care clients who live at home
- NHS England assurance tool for NHS CHC
- CCG involvement in the GM at scale CHC offer
- Increased intelligence of National specialist providers

**Safeguarding**

- Safeguarding Assurance of smaller value contracts via a risk stratification approach
- Continued implementation of new safeguarding children's arrangements
- Peer review of children's safeguarding arrangements
- Peer review of adult safeguard arrangements across the place
- Support Mash development and children's neighbourhood models
- Support integration of LA and Health Safeguarding and Looked after Children's service.