

# Appendix 15 - Quality & Safeguarding

## Budget Proposals 2021/22

### Key Objectives

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

### Summary of Service Objectives and Services Provided:

#### **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 responsible for securing continued high quality services for its local population. Quality underpins the Corporate Plan and Priorities of Starting Well, Living Well and Ageing Well, Place Based Services and Vibrant Economy.

Service Area	Revenue Budget £
Safeguarding and Quality Assurance	142,000
<b>Grand Total</b>	<b>142,000</b>

Spend Analysis	Revenue Budget £
<b>Expenditure</b>	
Employees	257,030
Premises Related Expenditure	9,000
Transport Related Expenditure	5,900
Supplies and Services	106,640
Recharge Expenses	4,110
<b>Expenditure Total</b>	<b>382,680</b>
<b>Income</b>	
Recharge Income	(65,410)
Customer and Client Receipts	(78,400)
Other Income	(96,870)
<b>Income Total</b>	<b>(240,680)</b>
<b>Grand Total</b>	<b>142,000</b>

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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 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.

## **Quality Improvement Team**

To drive up the quality of care in care homes and domiciliary care

## **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 Act 1989:2004)

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 and adults at risk.

## **Safeguarding Partnerships**

Support the multi agency statutory responsibilities for safeguarding children, young people and adults at risk.

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## **Emergency Planning and Preparedness**

Fulfil statutory functions with regard to EPRR

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.
- Provide the Designated Cared for Children statutory functions of the CCG.
- The Directorate also is responsible for the management of statutory multi agency safeguarding arrangements for children and adults (Partnerships).

## **Individualised commissioning team**

The team is responsible for the assessment, commissioning and active complex case management of

- NHS Continuing Healthcare for Adults And Children
- NHS Funded Nursing care
- Effective Use of Resources
- Individualised Commissioning of Rehabilitation and Complex services for Mental Health , Learning Disabilities & Acquired Neurological Injuries
- Psychiatric Intensive care

The team has responsibility for ensuring that the health economy meets its statutory functions in relation to services listed above

The team also ensures the independent provider market is available, skilled and responsive to deliver the safe, effective and value money care that is required to meet an individuals assessed need.

The directorate also manages the function of Effective Use of Resources and Emergency Planning and preparedness for the CCG.

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## Achievements and successes in 2020/21

### **Quality**

- Continued 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..* This has now been expanded into domiciliary care provision.
- Continued implementation of an integrated health and care approach to deliver the GM ambition to reduce nosocomial infection including gram negative Ecoli infections across the economy.
- Implementation of health element LD delivery plan to support the improved uptake 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.
- Development of commissioning for quality framework for children's social care commissioning.
- During the Covid 19 pandemic staff redeployed to support Covid 19 testing, Adult Social Care Commissioning support to care homes, ICFT Quality team.

### **Safeguarding**

- The team has continued to support acute, community, primary and commissioned care services together with partners across the system. There has been an increase in contact for support, advice and supervision to colleagues throughout the pandemic.
- Ensured CCG is compliant with statutory safeguarding responsibilities - No easements of safeguarding legislation and guidance during the pandemic .
- Continued to work with partners to respond effectively to the changing landscape and complexities post pandemic, Facilitated and coordinated improved partnership forums and increased workload support safeguarding partnerships and GMCA workstreams
- Contributed to statutory safeguarding reviews- there has been an increase in referrals and screening
- Improved the local LeDer process including sharing and learning from reviews, supporting reviews and undertaking a multi agency review. TGCCG successfully met the NHSEI timescales for completion of LeDer reviews in Dec 2020. The first TGCCG LeDer annual report has been published on the CCG website.
- During Covid 19 pandemic staff supported Fit testing for FFP3 masks and infection prevention training for private providers.

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## Achievements and successes in 2020/21

### **Individualised Commissioning**

- the completion of deferred assessments within timeframes set by NHS E&I
- Despite the majority of the team being redeployed into frontline clinical services, the team maintained a core function to ensure that existing care packages continued to be appropriate, safe and effective. Maintained a duty service to deal with crisis support and commissioning
- Developed and managed a community FIT Testing service to ensure that community care staff were safe in delivering care to people with Aerosol generating procedures
- Developed and delivered a Infection Prevention and Control Training programme for all independent sector providers
- Developed a whole economy monitoring system of all covid funded discharges from acute bed bases and community admission avoidance packages. Applied same principles to develop a system for whole economy monitoring of Discharge to Assess funding
- Set trajectory and system to achieve deferred CHC assessments
- During Covid 19 pandemic staff redeployed to ICFT discharge service, district nursing, ICFT digital health hub and PCFT discharge team.

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## Key priorities for 2021/22 and future years

- Reconfiguration in NHS, movement of functions and staff to different parts of the system as ICS legislation comes into place.

### **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, children's 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 functions and services.
- Develop and implement digital strategy for care home and domiciliary sector

### **Individualised commissioning**

- Focus on Children's Continuing care - to ensure the equitable quality in assessment commissioning and case management of children compared to adults. ( whole economy )
- Maintain a monitoring system for D2A to ensure assessments are completed within timescales so there is no increase financial burden on the economy
- Mental health Accommodation review for NHS funded clients as part of the whole economy accommodation strategy
- Review of whole economy complex care panels.
- Pilot the GM CHC process digitalisation programme.

### **Safeguarding**

- **NHS Reforms – Safeguarding in an ICS:** Contribute to the development of a new GM health safeguarding system that supports place based safeguarding responsibilities inline with Long Term Plan which outlines the establishment of ICS's by 2022. ensuring T&GCCG meets its statutory responsibilities during and beyond transition.
- **COVID recovery and restoration:** Provide assurance that individual CCG statutory safeguarding functions are being maintained, Contribute to the Children's Safeguarding Partnerships and Adult Boards risk mitigation ensuring a coordinated response from health services, Work with health partners to Identify any areas of potential capacity and demand issues, Support Covid-19 work streams with in the CCG, locality and across GM
- **Safeguarding Partnership:** Develop options for further integration for the children and adult business support teams
- **Safeguarding Assurance:** Continue to improve processes to gain safeguarding assurance to ensure that commissioned providers are accountable to provide safeguarding interventions to support children, adults and families.

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Directorate	Nature of Pressure	Description of pressure	Pressures Forecast £000s - Incremental				
			21/22	22/23	23/24	24/25	25/26
Quality & Safeguarding	Staffing related cost pressure	Cost of salary increments for 20/21	2	0	0	0	0
Quality & Safeguarding	Staffing related cost pressure	Cost of additional 0.75% pay award for 20/21	2	0	0	0	0
			<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>