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<th>Status</th>
<th>For discussion</th>
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<td>History</td>
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<th>Board Lead(s)</th>
<th>Eileen Walsh, Director of Assurance</th>
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<td>Key purpose</td>
<td>Strategy</td>
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Trust Board Meeting in Public: Wednesday 14 March 2018
TB2018.34
### Executive Summary

1. The paper provides the Trust Board with the final published copy of the CQC system-wide review report following the review conducted by the CQC in November 2017.

### Recommendations

2. The Trust Board is asked to note:
   - The publication of the report and the development of the subsequent action plan, led by the County Council.
1. Introduction

1.1. The Care Quality Commission (CQC) has published a report after reviewing the health and social care system in Oxfordshire last November.

1.2. The report has previously been circulated to Board members and has been communicated to staff and is now available on the CQC website. A link to the report is provided here.

1.3. The paper formally provides the Trust Board with the published copy of the CQC report following this review.

2. Report status and overall findings

2.1. The CQC visited Oxfordshire in November 2017 to carry out one of 20 targeted reviews taking place in England to assess how the whole system of health and social care works together in those areas.

2.2. The CQC report, highlighted the following:

- "People were treated with kindness when they moved between health and social care services. Frontline staff were dedicated and provided person centred care, going the extra mile for people they cared for.

- "People, their family and carers told us that they felt well cared for and involved in making decisions about their care, support and treatment when moving through the health and social care system."

2.3. However there remain significant challenges to systematically join up services across organisations in Oxfordshire.

2.4. The CQC report concludes:

- "In Oxfordshire we found that there was a lack of whole system strategic planning and commissioning with little collaboration between system partners.

- "Although there was increased ambition to work together, system leaders continued to face significant challenges in coming together to formalise their ambitions through a joint strategic approach."

- CQC inspectors found the problems of recruiting care staff in Oxfordshire, which has a very high cost of living, were holding back improvement. Incompatible computer systems also hampered integration of services across the different organisations."

2.5. The inspectors did find that Oxfordshire had made progress in tackling 'delayed transfers of care', where people are unable to leave hospital when they are medically fit to do so.

2.6. The final report has provided areas of action for senior managers in the NHS, social care and other bodies to act upon to make the whole health and care system work better.

2.7. It has been welcomed by the five organisations involved in the review as a positive basis for improvement – in addition to Oxford University Hospitals, the organisations are Oxfordshire County Council, Oxford Health NHS Foundation Trust, Oxfordshire Clinical Commissioning Group and South Central Ambulance Service NHS Foundation Trust.

2.8. Health and social care leaders from the five organisations involved in the inspection have already met with the CQC to develop an action plan to address the concerns. The key points of the action plan include:

- Making services more local by using a 'place-based' approach to design and delivery of care
• Improving information available to people who fund their own care so they can get the support they need more quickly
• Investing more in recruitment and retention of care staff so more care packages can be delivered, particularly for older people

2.9. The development of the action plan is being led by the County Council and the Trust is looking forward to working in partnership with organisations across Oxfordshire as part of the response to this report.

3. **Recommendation**

3.1. The Trust Board is asked to note:

- The publication of the report and the development of the subsequent action plan, led by the County Council.

**Eileen Walsh Director of Assurance**

**March 2018**

Report prepared by:

Clare Winch Deputy Director of Assurance