

North Somerset self-assessment. The key messages.

What is the self-assessment?



This is an easy read version of North Somerset's self-assessment.



In 2022, a new law gave the Care Quality Commission (CQC) more power. They can now check how local councils do their jobs under the Care Act 2014. This is to make sure they help people well.



The CQC plan to check 153 local councils. This includes us. They want to see if we are doing a good job. The CQC use their assessment framework to do this.



When CQC check we are doing our job they follow a few steps. First, the council sends in information about what we do. This includes our self-assessment. Then, the CQC gathers feedback from people.



Next, the CQC visits us. They look at how we are doing things.



Once the process is complete the CQC will give us a rating based on their findings.

Part one – What we told the CQC.



There are 217,000 people living in North Somerset.



We have many housing options for people who need them. The Housing Strategy 2022-2027 guides these plans.



North Somerset does well in the economy. There are many jobs, low unemployment, and good wages.



We want to help people live independently and feel well.



We work with partners to make a positive difference.



Our Participation and Engagement Officer builds trust and relationships in the community.



We are committed to working together with people that live in North Somerset. This is called co-production. We are good at co-production, but we need to do more of this good work.

Part 2 – The quality statements

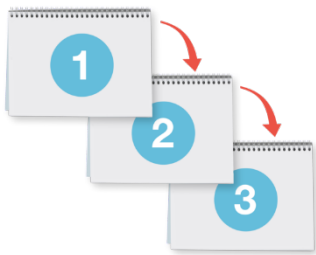
Theme 1: Working with people



Our Practice Framework guides how we work. It helps us do our jobs well.



All staff get training to make good decisions and work on their own. This helps them feel confident.



We have clear steps for teams to follow. This makes sure everyone knows what to do.



The Eligibility Resource Forum (ERF) helps staff think of new ideas and talk about peoples safely when things are difficult.



We focus on good practice by offering quality checks and knowing our processes. This helps improve people's lives.



Choice

We want people to have choices and control. We promote direct payments so people can choose their support.



We are working on better ways to check waiting times for assessments. We want to make the persons journey better.

Theme 2: Providing support



We listen to local people and get feedback from different groups to make our plans better.



We have good relationships with care providers in North Somerset. We trust each other and work well together.



We are committed to using Technology Enabled Care (TEC) more in adult social services.



We are raising the profile of working in care and helping local care providers with recruitment through our Proud to Care initiative.



We need to improve access to information and encourage people to share their views on our webpage.



We are also working on improving our research on best practice through the ConnectED Project.

Theme 3: Safety within the system



A recent survey shows that our adult's safeguarding board is doing well and meeting its goals. We know there are still areas we can improve.



The safeguarding team has made changes to make the referral process quicker and easier.



Our safeguarding team is very skilled. They know the processes well, and people are happy with the support they get.



Our advocacy service is also working very well.



Serious incidents are managed well to reduce risks. We learn from these incidents and make changes.



We also learn from regional and national reports. Our strong relationships help us avoid provider failures.



We are working closely with partners to improved mental health services and hospital discharge performance.



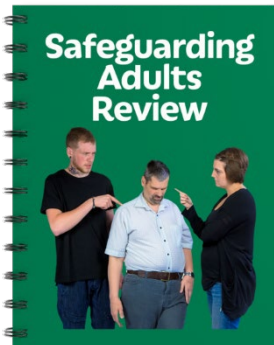
We have a group leading the development of a strategy for pathways to adulthood.



We aim to develop the multi-agency risk management (MARM) role further and reflect on our self-neglect awareness campaign. More information of what a [MARM is can be found here.](#)



We are planning a joint health and social care dementia strategy and want to improve dementia care pathways.



We aim to better deliver and embed learning from Safeguarding Adult Reviews.

Theme 4: Leadership



We have updated our Quality Assurance framework to make sure we do things well.



Our Policy and Strategy Board looks at equalities, climate impact, and making things easy to understand. They check all new and updated policies.



Our staff get good support. They have regular meetings to reflect and have kind leaders. We are number one in the Southwest for social worker satisfaction.



We use research to help make decisions. We also have a new Transformation project manager who is doing a good job.



We are working with other council leaders. We attend meetings with all the leaders to ensure strategies are inclusive.



We support a culture of learning.



We will keep using new technology in our plans and projects.

Feedback



We want to hear from you. You can tell us what we do well or what we can do better by clicking [HERE](#). If you have worries about Adult Social Services, talk to the person you usually speak to.



If you need to make a complaint, you can write to the Complaints Manager at Adult Social Services and Housing, Town Hall, Weston-super-Mare, BS23 1UJ. You can also call 01275 882171 or email complaints.manager@nsomerset.gov.uk