

North Somerset Adult Social Services and Housing

CQC Assurance Improvement Plan

After the Care Quality Commission (CQC) completed the assurance process, North Somerset received an overall score of 59% with a rating of Requires Improvement. The report shows that we've already made good progress and highlights the positive steps we've already taken. It reflects the improvements we've been working on for some time, even before the CQC review. We're committed to continuing this journey and making our services even better to improve the lives of our residents.

Our Improvement Plan

We've created a clear and focused Improvement Plan based on what matters most to the people we support.

It brings together six key priorities:

1. Cutting waiting times and improving people's experience
2. Giving people more choice and control
3. Making information and advice easier to find and use
4. Helping earlier through prevention and early support
5. Making sure everyone has fair and equal outcomes
6. Working better together with others

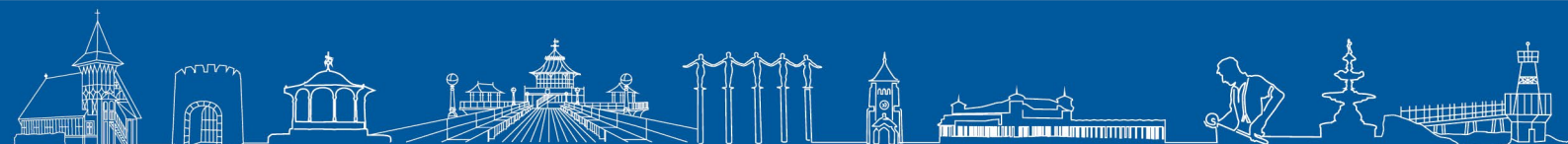
Our aims

Reduce the waiting times and Improve experience:

- We will deliver timely, person-centred, strength-based assessments incorporating clear goals and contingency planning.
- People will be kept up to date with the outcome of safeguarding referrals.
- Improve experience for carers by shortening the time they wait for an assessment and put a plan in place to support them.
- All financial assessments to be completed without delay.

Enabling choice and control

- Advocacy will be used when needed to support people in speaking up and being involved in decisions about their lives.



- We will make it easier for people to get and use Direct Payments in a way that works well for them.
- All young people will have a smooth, joined up move from children's to adult services.
- We will identify and address gaps in specialist accommodation, extra care housing, supported living and day opportunities.

Information and Advice

- People to have the right information at the right time.
- People will receive information quickly and easily through a new digital system.
- Accessible Information to be shared about what support is available with-in our communities.

Prevention and Early Intervention

- We will work closely with our partners to provide early intervention.
- People will be supported to use everyday technologies to improve their health and wellbeing.

Equity of outcomes

- We're learning more about our communities and working better with others to make sure everyone is treated fairly and equally, using better data to help us do this.
- Our Adult Social Care Worker for the Deaf will help raise awareness about sensory loss, connect with the community, and support staff in carrying out assessments.

Collaboration

- We will work closely with our partners, and people who draw upon care and support, to plan and improve services together.