

Somerset Social Care on a page

CQC Assessment quick reference guide

Our Vision:



**A Greener,
More Sustainable Somerset**



A Healthy and Caring Somerset



A Fairer, Ambitious Somerset



A Flourishing and Resilient Somerset

Our Principles:



A responsible council that acts with integrity



A listening, empowering council



A council with evidence based and open decision making



A collaborative council



An enterprising council

Our Priorities:



Prevention and early help



Right support, right place, right time



A supported, skilled and flexible workforce



Future focused

In Somerset, we want people to live healthy and independent lives, supported by thriving and connected communities, with timely and easy access to high quality and efficient support when they need it'. **Our Adult Social Care Strategy sets out how we will work to deliver our vision with our partners.**

Practice approach:

- We use the **Somerset Practice Quality Framework**, co-designed with people and carers with lived experience.
- It says quality assurance is our responsibility
- All operational services hold 10 reflective practice sessions each year that are aligned to our Practice Quality Framework Standards to promote and embed a culture of learning, critical thinking and curiosity.

What's important to us:

- Understanding people's strengths and the outcomes they want.
- Putting people at the heart of everything we do.
- Giving influence to people with lived experience.
- Having flexible and vibrant communities.
- Having a skilled, motivated and flexible workforce.

Interview prep:

Be **prepared** and be **proud**; no one knows your job better than you.

- Show the **outcomes** achieved and impact on the people you support.
- Demonstrate how you **work with partners**.
- Be clear about your role **in relation to the Care Act**.
- Speak **passionately** about your achievements.
- Explain what we are doing to **continuously improve**.

Make sure you know:

- Our duties under the Care Act
- How we prioritise our waiting lists
- Where to find our policies and procedures
- How we support carers
- Our early help and prevention offer
- Where to go for learning and development

This is our opportunity to share what we are proud of and the plans we have in place to drive continuous improvement

CQC Theme	What we are proud of	What we are improving
Theme 1 Working with people 	• Our approach to strengths-based practice • Our early help and prevention offer and support for unpaid Carers and Agents Service • Our partnership with the Voluntary, Faith, Community and Social Enterprise (VCFSE) sector • Promoting independence through our Somerset Independent Living Centres (SILCs) • Our award winning open mental health offer • High numbers of people receiving a Direct Payment to access support within the community	• Evolving our Working Together Board-Giving real influence to people with lived experience in shaping how we deliver services • Reducing waiting times for assessments and reviews • Keeping our communities informed • Reducing inequalities within our communities • Reducing isolation and digital exclusion • Integrated neighbourhood working
Theme 2 Providing Support 	• Our Commissioning Strategy • How we effectively manage our market place • Driving quality through all our services • Effective care and support at home arrangements that focus on maintaining and improving independence • Designing creative solutions, innovation through TEC • Our network of community support providers	• Transforming the lives of working age and lifelong disabled adults • Our collaborative approach with partners, stakeholders and those with lived experience • Further developing our “home is best” ethos through recommissioning our Intermediate Care service • Further developing our Trusted Assessor model
Theme 3 Ensuring safety 	• The Somerset Safeguarding Adults Board (SSAB) • Our Safeguarding Service • Our Somerset Practice Quality Framework • How we learn from Serious Incidents	• Embedding learning to drive continuous improvement • More collaborative working across Children's and Adult's Services. • Supporting younger people earlier through our Pathways for Adulthood service • Developing our transitional safeguarding pathway
Theme 4 Leadership 	• Our workforce, governance and leadership • Driving continuous improvement across all our services • Effective use of data and evidence to robustly plan to meet the needs of our communities	• Collaborative working with housing • Our Transformation approach • Giving real influence to our workforce to drive continuous improvement