CQC Framework and Self Assessment:
High level comms plan
V1 March 2023

pmo.aschn@iow.gov.uk

ISLE of WIGHT COUNCIL

Assurance Themes

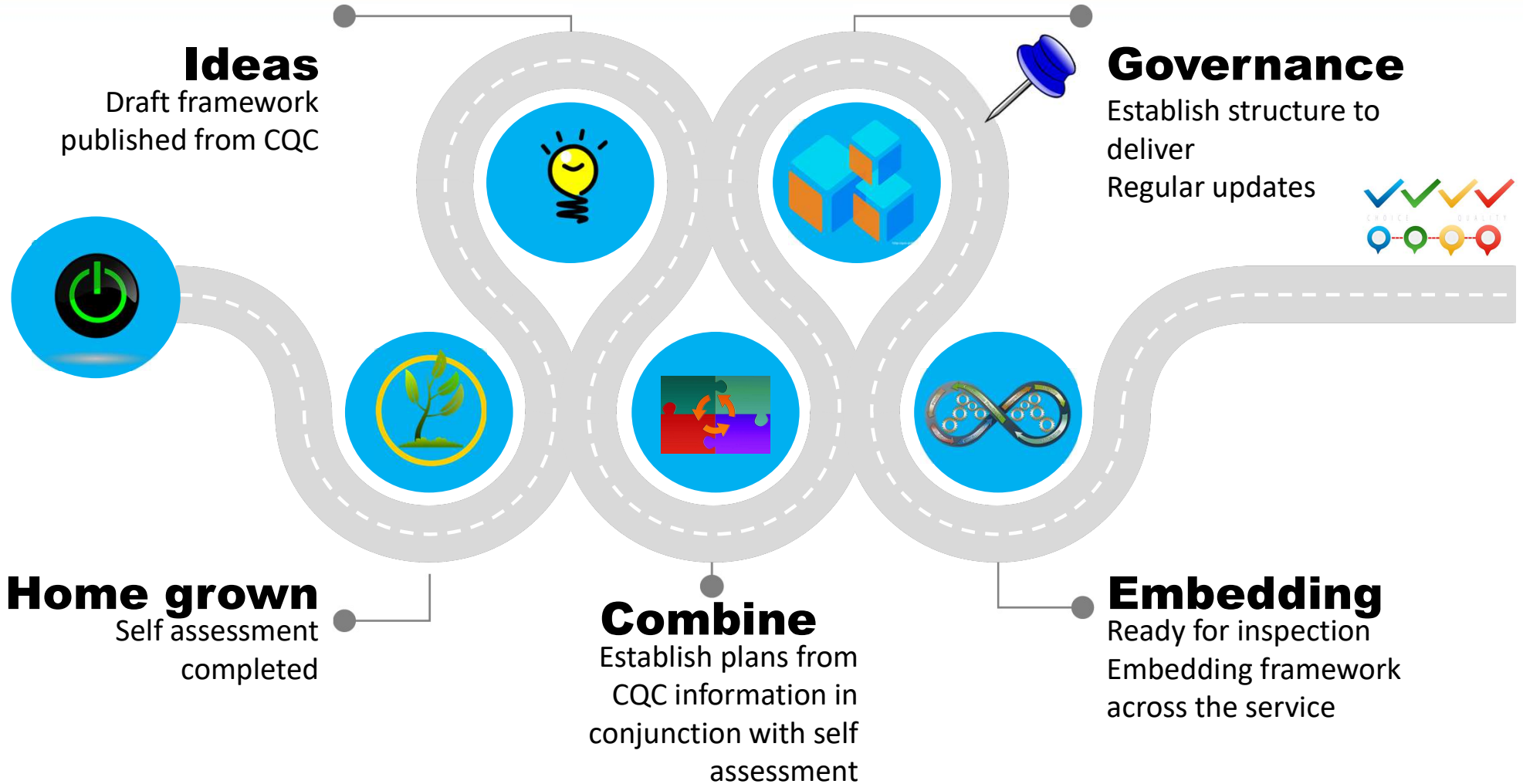| Working with People: assessing needs (including unpaid carers), supporting people to live healthier lives, prevention, well-being, information and advice	
Assessing Needs	**Supporting people to live healthier lives**
We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.	We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives, and where possible reduce their future needs for care and support.
Ensuring Safety: safeguarding, safe systems and continuity of care	
Safe systems, pathways and transitions	**Safeguarding**
We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.	We work with people to understand what being safe means to them and work with them as well as our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect, and we make sure we share concerns quickly and appropriately.

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Providing Support: market shaping, commissioning, workforce equality, integration and partnership working		
Care provision, integration and continuity	**Partnerships and communities**	**Workforce equality, diversity and inclusion**
We understand the diverse health and care needs of people and local communities, so care is joined-up, flexible and supports choice and continuity.	We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement	We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for people who work for us.
Leadership: capable and compassionate leaders, learning, improvement, innovation and governance		
Governance	**Learning, improvement and innovation**	**Capable, compassionate and inclusive leaders**
We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.	We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research	We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and, embody the culture and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively and do so with

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Overall timeline

Ideas
Draft framework
published from CQC

Governance
Establish structure to
deliver
Regular updates

Home grown
Self assessment
completed

Combine
Establish plans from
CQC information in
conjunction with self
assessment

Embedding
Ready for inspection
Embedding framework
across the service

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Headline communication

Method	Lead/s	2022 Nov	2023 Jan/Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Engagement with senior managers	ITh	Nov														
Engagement with leads of streams and project groups	ITh		Jan/Feb													
Stakeholder board	ITh			08.03.23												
Leadership Newsletter	LGa				x	x	x	x	x	x	x	x	x	x	x	x
Toolkit Updates	AL/HF/CG				x	x	x	x	x	x	x	x	x	x	x	x
Stakeholder Board (monthly?)	SH				11.04.23											
Staff Framework Session	ITh/SH/LGa				21st & 27th		05.06.23									
Cabinet	ITh					11.05.23										
Big Conversation	PDU					18.05.23										
Team Meeting attendance	AL/HF						x	x	x	x	x	x	x			
Peer review	**All**							5th-7th								
Scrutiny	ITh/SH/LGa							10.07.23								
Big Conversation - feedback from peer review	ITh/SH/LGa							13.07.23								
Stakeholder feedback from peer review	SH							July								
Big Conversation	PDU									20.09.23		16.11.23		25.01.24		21.03.24
Comms to Community	PDU					x	x	x	x	x	x	x	x	x	x	x
Website comms	PDU					x	x	x	x	x	x	x	x	x	x	x
Good Practice Buddy Authority Training (x3 sessions)	ITh															
Ongoing Co-Pro Board	SW				x	x	x	x	x	x	x	x	x	x	x	x
Ongoing stakeholder boards	SH				x	x	x	x	x	x	x	x	x	x	x	x

Toolkit
Face to face
Teams
Email
Website

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