

## Statement on CQC report 'The State of adult care services 2014 -17'

*The Care Quality Commission has produced its [analysis](#) of nearly three years of inspections of adult social care services under their newly developed assessment framework. Having inspected over 33,000 services including domiciliary care, shared lives, care homes, nursing homes and specialist services for people with learning disabilities, they have provided an overview of how they view the sector.*

Much of the media coverage has focused on the need for the fifth of locations that need to improve their performance – however, locally there is a much more positive story.

Providers in Shropshire and Telford & Wrekin have always been focused on delivering the highest standards of care and the performance ratings for the County reflect this.

Shropshire Partners in Care itself embodies the commitment of providers in the County to work together and in partnership with both local authorities and others to drive up quality and standards of care through the sourcing and delivery of high quality training, shared best practice and provision of advice and support.

A well-trained workforce, strongly led and able to put service users at the centre of all they do is the key message throughout the report and is seen as critical to achieving high standards of care. Providers and the local authorities in Shropshire have long recognised this and have invested collectively in it. The breadth (and volume) of training delivered together with the networking, partnership and peer support systems represented by SPIC underpin a robust adult social care offer in the County, significantly better than the overall national picture.

The sector is not complacent and continues to invest in the dedicated local workforce<sup>1</sup>. The strategy being pursued by both local authorities of enabling individuals to remain in their own home for as long as possible means that both the home care and residential sectors are supporting individuals with increasingly complex conditions. Up skilling the workforce and, increasingly, blending in the role that can be played by technology are key local priorities for SPIC and the wider health and social care economy.

However, appropriate continued investment in the system by government is critical to maintaining that momentum and in ensuring that, in a challenging employment market, the sector is able to attract and retain high quality staff and the care market itself is sustainable. Given the demographic profile of the County and the projected increases in the number of over 65s (estimated to reach over 140,000 by 2030) this is more important than ever.

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<sup>1</sup> In the last year alone, over 8000 learners accessed nearly 700 courses delivered by SPIC and its partners covering everything from care and clinical skills to HR and performance management. Over 1500 carers and managers attended Safeguarding and Mental Capacity Act training. 29 managers completed the Shropshire Leadership and Management programme. New courses are continually being developed including most recently a falls prevention and a person-centred care planning programme. This is in addition to the in-house training delivered by all providers.