



Adult Social Care CQC Improvement Plan Coproduction Group. January 2026



Agenda



1. Welcome and introductions
2. Why we are here - what is coproduction?
3. What is CQC and what did they tell us?
4. Adult Social Care (ASC) Vision.
5. Code of Conduct.
6. Next steps.
7. More information.



Why we are here and what is coproduction.





What is coproduction?

Coproduction means working together as equals to make decisions and create services.

- We are here to work together.
- Coproduction means everyone has a say.
- People who use services and people who run and buy services plan and decide together.
- Everyone's ideas are important.



What is the CQC and what did they tell us.

What is the CQC?



CQC stands for Care Quality Commission.

It is an organisation in England that checks health and social care services to make sure they are:

- **Safe** – People are protected from harm.
- **Effective** – Care helps people get better or live well.
- **Caring** – Staff treat people with respect and kindness.
- **Responsive** – Services meet people's needs.
- **Well-led** – Services are managed properly.

The CQC checks adult social care services and gives them ratings (like Good or Requires Improvement).

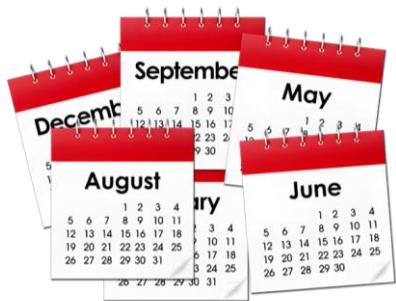
Our assessment by CQC

- Theme 1 - Working with People.

- Theme 2 - Providing Support.

- Theme 3 - Ensuring Safety.

- Theme 4 - Leadership.



- We started getting our information together for 2 years from April 2022.
- We sent the self assessment document to the CQC in July 2024.
- We started working on the improvements we could make right away.
- CQC Assessors came to see us in January 2025.
- After getting the draft report in March 2025 – the final report was shared in June 2025.

CQC feedback result.



Good 



What CQC looked at and how we did.

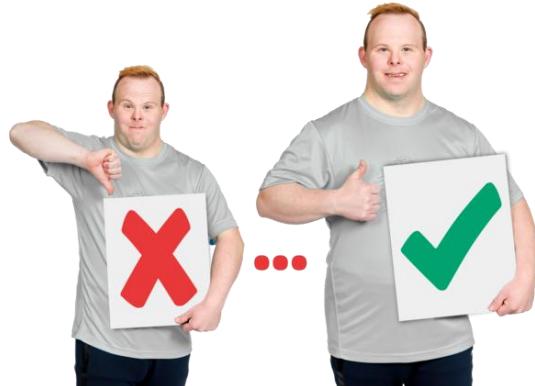
Rating	Quality Statement	Overall Score
Requires Improvement	Assessing needs	57%
Good	Supporting people to live healthier lives	75%
Good	Equity in experience and outcomes	75%
Good	Care provision, integration and continuity	69%
Good	Partnerships and communities	69%
Requires Improvement	Safe systems, pathways and transitions	57%
Good	Safeguarding	63%
Good	Governance, management and sustainability	75%
Good	Learning, improvement and innovation	63%

Key to scoring:

- █ 25% to 28% inadequate
- █ 39% and 62% requires improvement
- █ 63% and 87% good
- █ Above 87% Outstanding



CQC report - Areas to improve.



1. Three Conversations Model.
2. Faster Checks and Reviews.
3. Getting an Assessment.
4. Hospital to Home.
5. Better Services.
6. Help Early.
7. Plan for the Future.
8. Help for Carers.
9. Help for Young People.
10. Keep People Safe.
11. Learn and Improve.
12. Clear Rules and responsibilities.
13. Work Together.

What we can do better



Keep using the Home First model.

This means helping people go home from hospital as soon as they can, with the right support.

Make discharge better.

We want to improve the way people leave hospital and get care at home.



Better at Home Transformation (2024 – 2027).

This plan will give people more choice and better results when they get care at home.

What we can do better



Use the 3 Conversations model everywhere.

We want all Adult Social Care to use this way of working, which focuses on what matters to people.

Do assessments and reviews faster.

We want people to get the help they need more quickly.

Help young people move to adult services.

We will work with Children's Social Care and Education to make this easier.

What we can do better



Build more Extra Care Housing.

This means homes where people can live independently with support.



Add more Supported Living and Extra Care Housing.

More people will have choices about where they live.



Start taking live calls in Adult Social Care.

This means people can speak to someone in adult social care straight away when they call.

What we can do better



Use modern, person-centred services.

Move away from old-style services to ones that focus on what people want.



Talk to communities more.

This helps us find out what people need that they are not getting.



Learn from what we do.

Share lessons and show the difference we make.

Next steps



- **Make** an Improvement Plan together. We will work with people to create the plan.
- **Add** the Improvement plan actions to our Adult Social Care Service Plan, to be included in how work.
- **Check** our progress often - we will keep looking at how we are doing and ask people to let us know.
- **Report** on progress - we will tell the Cabinet Member and Overview and Scrutiny how things are going.
- Sefton will join **national discussions** about how the CQC checks how services work.
- CQC will **visit** again - We do not know when, we will keep preparing so we are ready for the next visit.





Coproduction activity: Sefton Adult Social Care Vision.

A vision is a big idea about what we want for the future.

**It explains what we want life to be like for people who
need care and support.**

ADULT SOCIAL CARE VISION

We want people who live in Sefton to live as independently as possible for as long as possible. If and when they need it, we want people to have access to good quality support that has a positive impact on their lives.



Our Vision – ideas for different words.

We want people in Sefton to live as independently as possible for as long as they can. When people need help, we want them to get good quality support that makes a positive difference in their lives.

How We Will Help.

1. Helping people to help themselves.

Give people information and advice. Connect people with local services and community support. Help people use what is already available.

2. Helping people when they need it.

Give short-term support to help people get back their independence. Provide equipment, adaptations, and technology to make life easier.

3. Helping people live independently for longer.

Give long-term support focused on independence. Make sure support is person-centred (based on what matters to them). Provide care in a way that helps people live as independently as possible.

Ideas on how Our Vision could look.

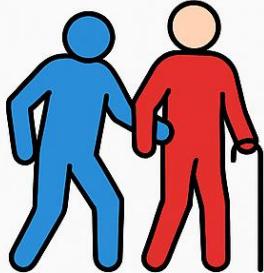
Our Vision

We want people in Sefton to live as independently as possible for as long as they can. When people need help, we want them to get good quality support that makes a positive difference in their lives.

Helping people to help themselves



Helping people when they need it

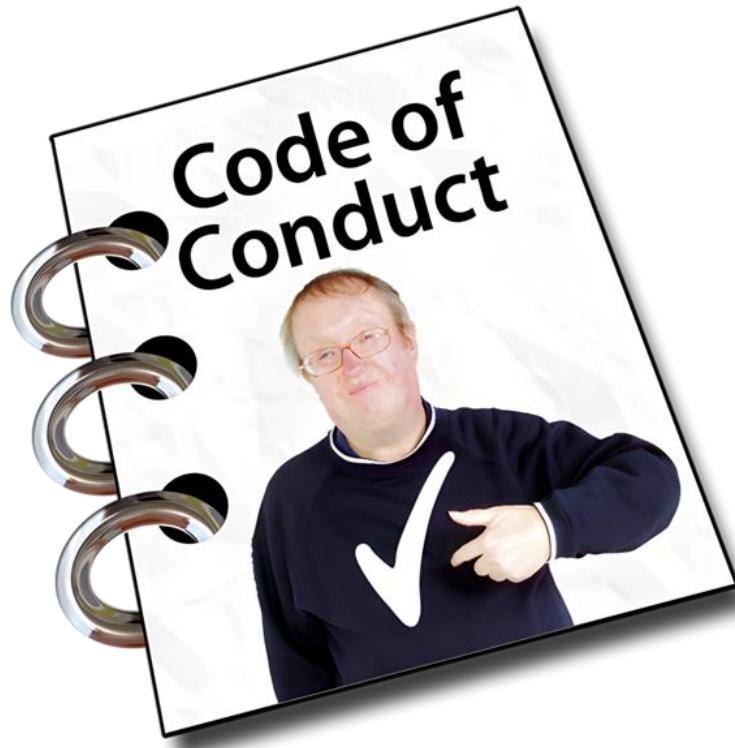


Helping people live independently for longer





Feedback from Tables.



**Coproduction activity:
Code of Conduct for
this group.**

Coproduction Group Code of Conduct.



This is the code of conduct for the **Willow View Coproduction Group**.

A code of conduct is an agreement about how members of the group will behave at the meetings. It tells us what is ok and what is not ok.

Agreements for meetings.



- Everyone is equal in the meeting.
- Don't talk over each other, let one person talk at a time.
- Respect each other's views and listen to other people's opinions.
- Use your hand to tell us you want to join in, so everyone gets a turn to speak.
- The chairperson will ask you to speak one at a time.
- Everyone will be given a chance to share their ideas in the meeting or after if you prefer.
- Information shared at the meeting must be kept confidential.
- Speak clearly and use simple language.
- If you need to take a phone call please step out of the meeting.



- Stay to the times on the agenda.
- Keep to the point.
- People meeting in person need to remember that there may be people in the meeting but on the computer.

If you are in the meetings on the computer.

- Don't include personal information if you leave messages in the chat.
- Please switch the microphone off when you are not speaking.
- Use the hand up function if you want to say something.
- If you need to have your phone with you, please put it on silent or vibrate.
- If you need to take a call switch the microphone and camera off.

Please follow the code of conduct.

Those arranging the project will lead the meetings and make sure everyone can take part.

You may be asked to leave the meeting if you do not follow the rules.



Agree Future meetings.

When, where and what.



Thank you!



More information about the CQC assessment of Adult Social Care services in Sefton.

Things that are going well.

What is going well.



We use the 3 Conversations model.

This means we talk to people about what matters to them and what they can do well.

We help unpaid carers in Sefton.

These are people who look after family or friends without being paid. We give them support.

We use data to plan services.

Data means information. We look at information to make good plans for the future.

What is going well.



We work together with people, carers, and partners.

This is called coproduction. Everyone has a say.



We try new ideas.

Like mobile clinics that come to you and technology that helps people live independently.

What is going well.



We have a clear plan.

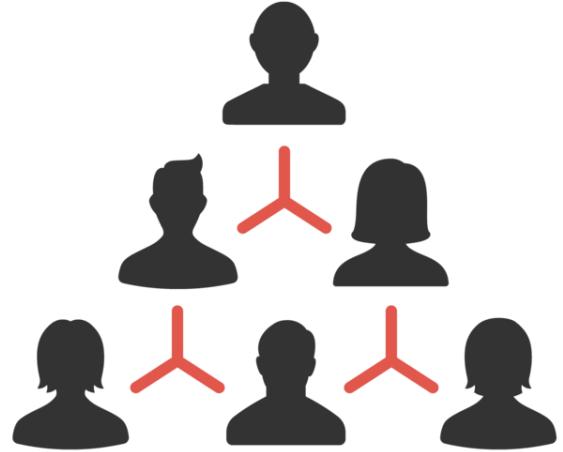
This plan was made together with people, carers, and partners. We have strong teams.

Different professionals work together, especially in First Contact and Mental Health Recovery.

We keep people safe.

Our safeguarding system is strong and rated 'good'. We work with other organisations to protect people.

What is going well.



We have good leadership.

Leaders check quality and performance to make sure services are working well.

We understand different cultures.

Staff learn about communities and work with them.

