

Safe systems, pathways and transitions

Quality statement

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.

- When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.
- I feel safe and am supported to understand and manage any risks.

Summary

- Safety is a priority for everyone. There is a strong awareness of the risks to people across their care journeys. The approach to identifying and managing these risks is proactive and effective. The effectiveness of these processes is monitored and managed to keep people safe.
- Care and support is planned and organised with people, together with partners, and communities in ways that improve their safety across their care journeys and ensures continuity in care. This includes referrals, admissions and discharge, and where people are moving between services.

- The views of people who use services, partners and staff are listened to and taken into account.
- Policies and processes about safety are aligned with other key partners who are involved in people's care journey to enable shared learning and drive improvement.

Related sections of the Care Act

Care Act 2014:

- Section 1: Wellbeing principle
- Sections 6-7: Cooperation generally and in specific cases
- Section 19(3): Power to meet needs for care and support
- Section 37(1), (3), (4), (5)(a), (e), (f), and (6) to (15); Section 38(1)(a) and (2) to (8): Continuity of care and support when adult moves
- Section 48: Provider Failure (Temporary duty to provide services)
- Section 58-65: Transition for child to adult care and support

Required evidence

People's experience

- Direct feedback from:
 - people with care and support needs
 - unpaid carers
 - people who fund or arrange their own care, those close to them and their advocates

- Feedback from people obtained by community and voluntary groups. For example:
 - advocacy groups
 - adult and young person's carers groups
 - faith groups
 - groups representing people who are more likely to have a poorer experience of care and poorer outcomes
 - people with protected equality characteristics
- Feedback that people have sent to the local authority and feedback it has gathered itself through surveys or focus groups
- Feedback from CQC's Give feedback on care facility (if available).
- Compliments and complaints
- Healthwatch
- Case tracking

Feedback from staff and leaders

- Council adult social care portfolio holder
- Overview and scrutiny committee
- Principal social worker
- Social work teams
- Out-of-hours duty teams
- Care provision: Quality monitoring team
- Director of adult social services
- Director of children's services

- The local authority's self-assessment of its performance for the quality statement

If available

- Staff feedback from the local authority's own surveys
- Peer review

Processes

- Safety management systems:
 - approach to identifying and managing risks to people across their care journeys
 - monitoring the effectiveness in keeping people safe.
- Safety during transitions and continuity of care, including
 - referrals, admissions and discharge
 - where people are moving between services (including children into adulthood, hospital discharge, moving to another local authority and when transitioning between services)
- Contingency planning and emergency preparedness for provider failure and disruptions in the provision of care and support
- Alignment of safety management policies and processes with other key partners who are involved in people's care journey to enable shared learning and drive improvement.
- Arrangements with health partners to ensure delegated healthcare duties and medicines support provided by social care staff are carried out safely
- Information sharing protocols

Feedback from partners

- Community and voluntary sector groups, including those representing:
 - people who are more likely to have a poorer experience of care and poorer outcomes
 - people with protected equality characteristics
 - unpaid carers
- Care providers
- Local health partners
- Ambulance and paramedics
- Health and wellbeing board
- Safeguarding Adults Board
- Advocacy providers

If available:

- Local Government Social Care Ombudsman
- Reports from Ofsted for inspecting local authority children's services (ILACS)
- SEND area review reports
- Feedback from other regulators

Outcomes

We will not look at evidence under this category.

Best practice and guidance

- [Care and support statutory guidance, chapters 15 to 16: Care Act: GOV.UK](#)

- [Transition from children's to adults' services for young people using health or social care services: NICE NG43](#)
- [Transition between inpatient mental health settings and community or care home settings: NICE NG53](#)
- [Transition between inpatient hospital settings and community or care home settings for adults with social care needs: NICE NG 27](#)
- [Preparing for adulthood: National Development Team for Inclusion](#)
- [Disabled children and young people up to 25 with severe complex needs: integrated service delivery and organisation across health, social care and education: NICE NG213](#)
- [Managing medicines for adults receiving social care in the community: NICE NG67](#)
- [Ordinary residence: resolving disputes in health and care: GOV.UK](#)
- [Care and Continuity: contingency planning for provider failure, a guide for local authorities: Local Democracy Think Tank](#)
- [Effective systems of health and care: CQC](#)