

# Learning, improvement and innovation

## Quality statement

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.

## Summary

- Learning from people's feedback about their experiences of care and support, and feedback from staff and partners is embedded throughout the local authority's work and it informs strategy, improvement activity and decision making at all levels. Coproduction is embedded throughout the local authority's work.
- There is an inclusive and positive culture of continuous learning and improvement. The local authority has strong external relationships that support improvement and innovation. Staff and leaders engage with external work, including research, and embed evidence-based practice in the organisation.
- There are processes to ensure that learning happens when things go wrong, and from examples of good practice. Leaders encourage reflection and collective problem-solving.

## Related sections of the Care Act

### [Care Act 2014:](#)

- Section 1: Well-being Principle.

Delivery of all Care Act functions is underpinned by effective leadership.

## 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
- Chief executive
- Council leader
- Principal social worker
- Director of adult social services
- Director of public health
- Commissioners
- Assessment and social work teams
- The local authority's self-assessment of its performance for the quality statement.

If available:

- Staff feedback from the local authority's own surveys
- Staff forum
- Information from whistleblowing
- Peer review
- Employee Standards Health Check for Social Workers

## 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
- Healthwatch
- Local health partners
- Care providers
- Health and wellbeing board
- Integrated care partnership, integrated care system

If available:

- SEND review reports
- Reports from Ofsted for inspecting local authority children's services (ILACS)
- Feedback from other regulators
- [Local Government Social Care Ombudsman, including annual letter - see detailed metrics](#)

## Processes

- Learning and improvement actions arising from from feedback and events, for example:
  - people's experiences
  - whistleblowing information
  - serious incidents and serious case reviews
- Coroner Regulation 28 Reports

- Engagement in external work, including research
- Co-production arrangements
- Local authority's own workforce development plan, including continuous professional development, training and support to deliver Care Act duties effectively.

## Outcomes

We will not look at evidence under this category.

## Best practice

- [Co-production: Social Care Institute for Excellence](#)
- [Quality improvement made simple: The Health Foundation](#)
- [A guide to quality improvement tools: Healthcare Quality Improvement Partnership](#)
- [Enabling innovation and adoption in health and social care: Developing a shared view](#)
- [Effective complaint handling for local authorities: Local Government and Social Care Ombudsman](#)