

# Adult Social Care Scrutiny Commission Report

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Leicester City Council Integrated Crisis  
Response Service:  
Care Quality Commission Inspection

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Lead Member: Cllr Mohammed  
Dawood

Lead Strategic Director: Laurence Jones  
Director: Ruth Lake

Date: 23 April 2026

Wards Affected: All  
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Version Control: V1

## **1. Purpose**

1.1 To provide the Adult Social Care Scrutiny Commission with the Care Quality Commission's inspection outcome for the Leicester City Council Integrated Crisis Response Service (ICRS).

## **2. Summary**

2.1 ICRS was inspected by the Care Quality Commission (CQC) in March 2026. The outcome was a rating of 'Outstanding'.

2.2 Appendix 1 contains the full CQC Inspection report for detailed information about the inspection findings.

## **3. Recommendations**

3.1 The Adult Social Care Scrutiny Commission is recommended to:

- a) Note the CQC report and provide any comments
- b) Commend the efforts of staff and managers within ICRS for the outstanding inspection outcome

## **4. Report**

4.1 ICRS is a registered domiciliary care service, regulated by the Care Quality Commission (CQC). It is subject to the CQC Provider Assessment framework. This judges the service quality against 5 key areas:

- Safe
- Effective
- Caring
- Responsive to people's needs
- Well-led

- 4.2 ICRS last received a comprehensive assessment in December 2017 (published in April 2018). This rated the service as 'Good' overall, with a rating of good 4 areas, and outstanding in the area of 'responsive'.
- 4.3 It has therefore been over 7 years since the last comprehensive service inspection. The CQC use a risk approach to completing inspections. There have been national reports highlighting CQC's challenge in completing regular and timely re-inspections. Desktop processes have taken place since 2017, where ICRS has been required to submit evidence of service delivery to CQC.
- 4.4 The recent CQC inspection took place in March 2026. Inspectors were onsite during one week, meeting staff and managers. Stakeholder interviews, reviews of other information held by CQC and contact with people who have used the service were also sources of evidence to inform the inspection findings.
- 4.5 The context for service delivery is challenging. Whilst it is a registered domiciliary care provider, it operates a crisis model of support, responding to people's need within 2 hours. ICRS supports over 1000 people who have fallen at home each year, usually within one hour, avoiding waits for emergency services, mitigating the harm caused by long periods lying on the floor and reducing conveyances to hospital. The service undertakes complex risk assessments and staff are trained to complete specific health tasks.
- 4.6 The final report was published in February 2026. The service received a rating of 'Outstanding' overall, with all 5 key areas individually rated outstanding. The CQC report attached at appendix 1 details the findings in each area. This includes direct feedback from people who had used the service, from staff and from stakeholders.
- 4.7 The service is committed to continual learning and improvement, and this was reflected in the CQC report. As improvement is business as usual, and the inspection findings were overwhelmingly positive, no specific action plan will be developed in response to the CQC inspection report. The service will share its reflections on preparing for inspection within Social Care and Education, via the Learning and Improvement Board.

## **5.1 Finance**

There are no financial implications arising directly from this report. The 'Outstanding' rating is noted and it indicates efficient use of resources within the service.

Signed: Mohammed Irfan, Head of Finance  
Date: 10 April 2026

## **5.2 Legal**

There are no direct legal implications to be considered. The exceptionally positive outcome of the recent inspection is, however, noted as evidence of the strong commitment to ensuring that the authority is meeting its statutory duties.

Signed: Vicky Sowah  
Principal Solicitor  
Date: 9 April 2026

## **5.3 Equalities Implications**

The Integrated Crisis Response Service (ICRS) provides urgent, short-term support to adults experiencing a health or social care crisis at home, such as responding rapidly to individuals who have fallen. Consequently, this service disproportionately supports older adults and individuals with physical disabilities, mobility restrictions, or long-term health conditions.

An outstanding rating from the Care Quality Commission gives assurance that the service is delivering safe, effective and person-centred support, which helps to promote independence and improve outcomes for these groups. This rapid response improves health and well-being outcomes for these specific protected groups.

There are no negative equality impacts identified arising directly from this report, as it is for information and oversight only and does not propose changes to service access, eligibility, or provision. Ongoing performance monitoring and future service delivery should continue to consider the needs of people with protected characteristics under the Equality Act 2010.

Signed: Equalities Officer, Surinder Singh, Ext 37 4148  
Date: 7 April 2026

## **5.4 Climate emergency implications**

There are no significant climate emergency implications directly associated with this report.

Signed: Duncan Bell, Change Manager (Climate Emergency) Ext 372249

Date: 8<sup>th</sup> April 2026

6. Appendices

Appendix 1: CQC Integrated Crisis Response Service Inspection press release including a link to the full report on their website once published.