

Adult Social Care Scrutiny Commission Report

Leicester City Council Reablement Service:
Care Quality Commission Inspection

Lead Member: Cllr Mohammed
Dawood

Lead Strategic Director: Laurence Jones

Director: Ruth Lake

Date: 12 March 2026

Wards Affected: All
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1. Purpose

1.1 To provide the Adult Social Care Scrutiny Commission with the Care Quality Commission's inspection report of the Leicester City Council Reablement Service.

2. Summary

2.1 The Reablement Service was inspected by the Care Quality Commission in December 2025. 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 the Reablement Service for the outstanding inspection outcome

4. Report

4.1 The Reablement Service 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 The Reablement Service last received a comprehensive assessment in 2017. This rated the service as 'Good' overall, with a rating of good in each of the 5 key areas.

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 the Reablement Service has been required to submit evidence of service delivery to CQC.

4.4 The recent CQC inspection took place in December 2025. 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 has changed substantially since the last inspection, with the Reablement Service supporting more hospital discharges and supporting people with more complex health conditions. The pressures and demands of the acute system they work within place considerable challenges on the provider in meeting quality standards and also accommodating the volume and pace of service delivery expected to reduce hospital discharge delays.

4.6 The final report was published in February 2026. The service received a rating of 'Outstanding' overall, with 4 of the 5 key areas rated outstanding, and 1 rated good. 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 implications arising directly from this report.

Signed: Mohammed Irfan, Head of Finance

Date: 19 February 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 with its statutory duties.

Signed: S Holmes

Date: 25th February 2026

5.3 Equalities Implications

The Reablement Service provides short term support to adults following illness, injury or a period of reduced independence, and therefore disproportionately supports people who are older and/or disabled, including people with long term health conditions and sensory impairments. 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. 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 contract management, performance monitoring and future service developments will continue to consider the needs of people with protected characteristics under the Equality Act 2010.

Signed: Equalities Officer, Surinder Singh, Ext 37 4148

Date: 23 February 2026

5.4 Climate emergency implications

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

Signed: Phil Ball, Sustainability Officer, Ext 372246

Date: 19th February 2026

6. Appendices

Appendix 1: Reablement Service Inspection Report