

An update from CQC



Judith Mackenzie
14 September 2021

Scope of this presentation



CQC have been invited here today to address the following points:

- Timeline of changes in terms of the ways inspections were/are conducted (remote v physical)
- Communication with care homes around any changes
- Focused inspections – how the inspection and reporting format was agreed
- Update on the Transitional Regulatory Approach (TRA)

Our role and purpose



The Care Quality Commission is the independent regulator of health and adult social care in England

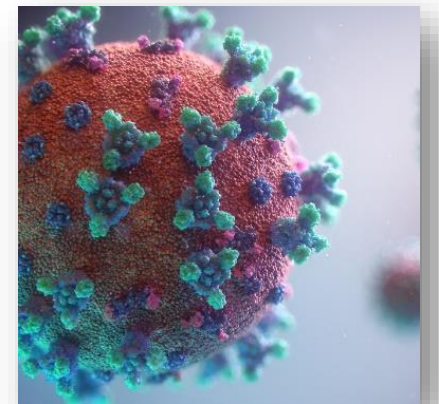
We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



The journey

- COVID-19 forced us to **adapt how we work** so we can support providers, allowing them to **focus on the emergency**
- Our approach is not changing –
 - Continue to monitor services and risk-based inspections
 - Consider impact on services and match to risk – will consider if action is proportionate to risk and the pressure on a service
- Deliver our purpose by:
 - Gathering and analysing information
 - Working with providers and partners
 - Acting on what we know
 - Developing new monitoring tools
 - Sharing learning

COVID-19 has accelerated change across health and social care and in this new world, and we are changing too – changes for flexible regulation



- **What's important?**
 - Voice of people
 - Voice of care providers
 - Information sharing
- **Local systems** – peoples outcomes are significantly impacted by the way health and social join up
- **Recognising the incredible efforts of the care sector** – ensuring the contribution care providers made and the difficulties they faced are recognised



Our new strategy



We're changing how we regulate to improve care and services for everyone.

Our purpose and role isn't changing but we're responding to how services are changing – how we work will be different.

Regulation will be more relevant to how care is delivered, and more flexible to manage risk and uncertainty.

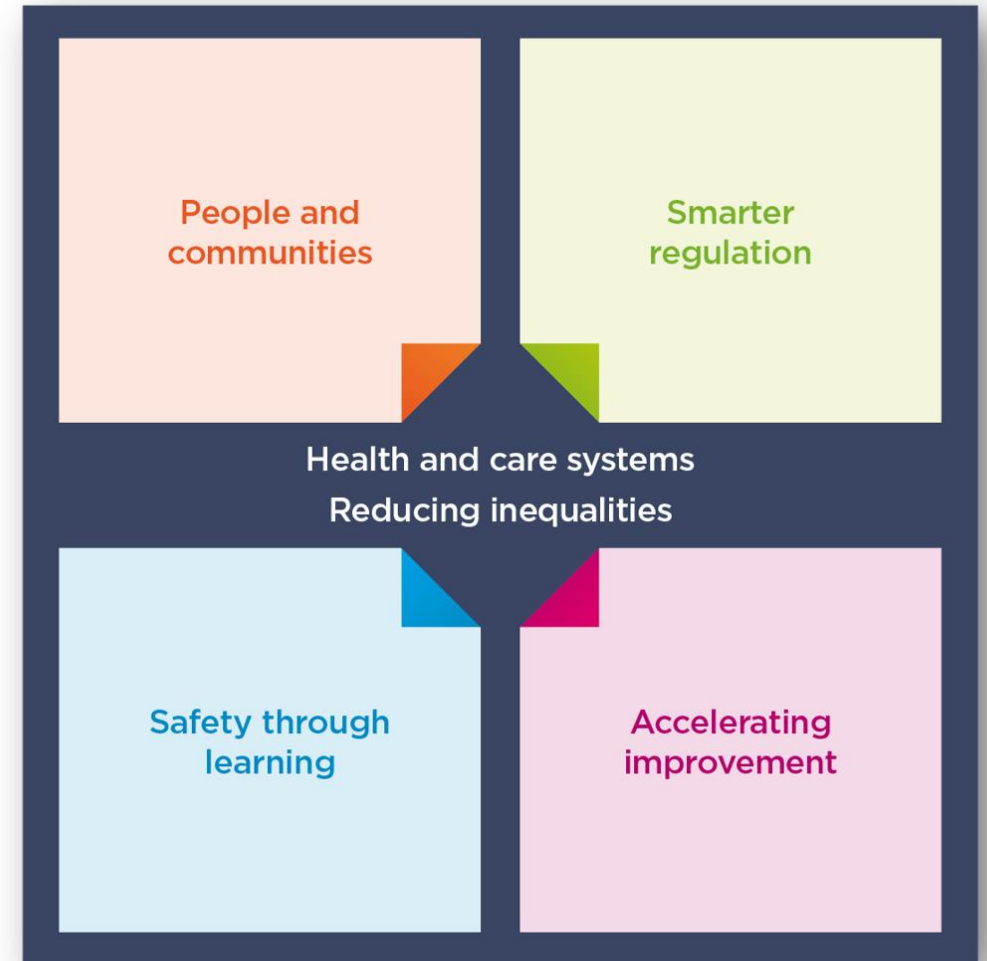
This is our new strategic direction as the health and care environment continues to evolve.



Our new strategy: key themes

- Regulation that's driven by people's needs and experiences
- Smarter, more dynamic and flexible regulation that provides up-to-date and high-quality information and ratings
- Regulating for stronger safety cultures across health and care
- Enabling health and care services and local systems to access support to help improve the quality of care where it's needed most

We'll implement our new strategy over the next five years so we can be flexible and adapt to changes in health and care.



- Press releases and guidance issued via website and regional engagement teams.
- Inspectors at regional level attend any provider or local authority forums we are invited to.
- Regular information sharing meetings with LAs at which any regulatory changes can be discussed, and then passed on to care homes.
- At national level regular meetings with representative bodies such as the Care Provider Alliance and ADASS, to help disseminate messaging.

Focused inspections – how the inspection and reporting format was agreed



Focussed inspections have always been available to us as a tool to concentrate on specific areas of risk, but have obviously become more relevant during the pandemic where we have had to balance managing risk with time onsite.

The report format itself is constantly reviewed and evolving. For example, over recent years, as a result of feedback from the public and the sector, our reports have become more streamlined and accessible.

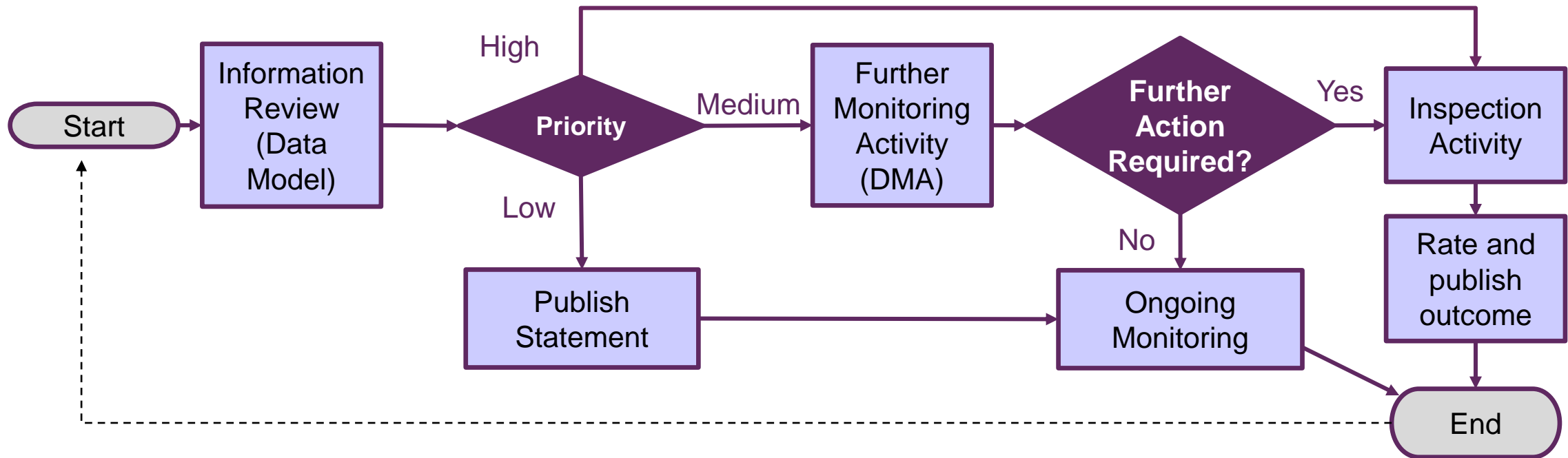
Since March 2020, driven by a need to adapt to the pandemic, we made real progress in using data and insight to monitor services.

Since June 2021 we have continued to make progress in how we monitor services in three key areas:

- Being more targeted in our regulatory activity
- Bringing information together in one place
- Developing elements of how we want to work in the future



Our new monitoring approach: Introduction to Smarter Monitoring



Key



Process



Decision Point

The data refreshes each month and the model will assign a priority to each location:

Low: Statement on website

Medium: Goes through the DMA: Outcome = Inspect or Monitor

High: Proceeds to immediate inspection

Our communication with services and the public statement



Public Statement:

A public statement is published on our website for services where our information review does not indicate anything of concern. An email is also sent to the Service Provider

"We carried out a review of the data available to us about [SERVICE NAME] on [DATE]. We have not found evidence that we need to carry out an inspection or reassess our rating at this stage.

This could change at any time if we receive new information. We will continue to monitor data about this service.

If you have concerns about XYZ Care Home, you can [give feedback on this service.](#)"

Enhanced monitoring – Direct Monitoring Activity

If once we have completed our monitoring activity, we are assured of the quality of care, then the service may be eligible to have a ***public statement published in the next monthly information review.***

If our monitoring leads to an inspection

No statement on the website, but an inspection report will be published.

Further information is available on our [website](#).

Vaccination as a condition of deployment

- The Government has updated regulations to say that all care home workers must be fully vaccinated against COVID-19 by 11 November (unless they have an exemption)
- Registered persons will need to ensure this
- The requirement forms part of the fundamental standards and will be monitored by CQC
- Registered persons will need to provide evidence that systems and processes are in place



Sharing insight – reports from CQC



We produce monthly insight reports intended to highlight COVID-19 related pressures on the sectors that CQC regulates

Drawn from:

- direct feedback from staff and people receiving care
- data collection from services who provide care for people in their own homes
- insight from our regular conversations with providers and partners

<https://www.cqc.org.uk/publications/>



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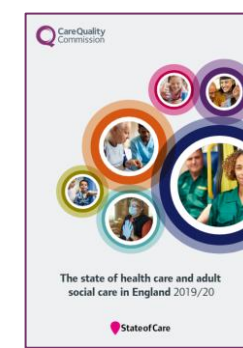
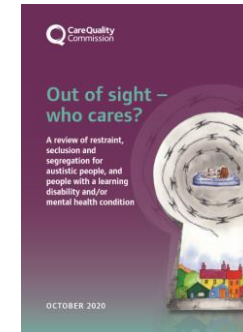
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Supporting you to support others



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Thank you, and any questions?

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