



# **Adult Social Care Trade Association meeting**

**Wednesday 25 January 2023**

- Welcome and intro to Amanda
- Update on local authority/ICS assessment
- Adjusting how we regulate over winter - improvement
- Transformation timeline and integrated teams
- AOB

## Local authority and integrated care systems assessment



- Led test and learn activity at local authorities and integrated care systems in England to test aspects of our assessment approach
- We are expecting our new powers to assess local authorities to commence in April 2023
- We have outlined our methodology in our draft regulatory handbook submitted to the Secretary of State in November 2022
- We are currently in live discussions with DHSC to pursue an agreed approach to implementation

## **How we're regulating now including re rating for improvement**

**Alison Murray, Deputy Director of Adult Social Care**

- Create a dedicated resource to re-rate for improvement in social care settings - opening up capacity
- Ambition of undertaking 300 re-ratings by end of March 2023
- Worked with Directors of Adult Social Services to identify care home or home care agencies

- services are rated as requires improvement, but commissioning or inspection teams believe that rating no longer reflects the quality of the service
- services are registered and active, but locations are ‘unrated’ as we have not yet inspected them, and the lack of regulatory history prevents commissioning them
- providers have confirmed they have staffing resources available to meet the needs of additional people who may use the service
- providers have confirmed they are prepared to accept funded placements.

- Existing methodology – focused or comprehensive
- Inspections would be unannounced however a local authority would make contact
- We'll be looking at our own intelligence and DMA outcomes alongside LA information
- Decision to inspect rests with CQC

**Questions and reflection on improvement inspections and capacity**

- **25,813** inspections undertaken between 16 March 2020 to 20 January 2023.
- **19,323** inspections undertaken since 16 March for locations in Adult Social Care services in this period.
- **11,152** inspections with IPC form (IPC Findings) from 1 July 2020 to 20 January 2023.

# Transformation timeline and what it means for providers

Dave James, Head of Adult Social Care Policy

# Why we've revised our approach

Lessons learned through our initial testing

We recognise the importance of providers having time to prepare for the changes and having the detail they need in advance of implementation

# Transformation timeline

## New year 2023

**Keeping people safe:**  
Continuing to regulate proportionately, responding to risk and supporting creating capacity in the system



## From Summer 2023

**Standing up our new approach:**  
Testing and embedding more services alongside training and new enforcement approach going live.

## From Spring 2023

**Developing our foundations:**  
Establishing new ways of working and continuing to establish culture, governance and relationships.

## From late 2023

**Assessing with confidence:**  
Launching our new assessment and registration approaches.

# Spring: Developing our foundations

- Internal changes
  - Our operational teams move into a new structure, no relationship changes for providers
  - Our regulatory leadership function sets out their priorities across their sectors/areas of work
- Providers will be able to cancel a registration more easily using automated technology
- Start to understand more about how care is provided at a system level

# Summer: Standing up our new approach

Launch of our **new and improved provider portal**

- Starting with statutory notifications
- Improving our enforcement

# Late 2023: Assessing confidently

We'll start assessing using the new approach including registration and assessment

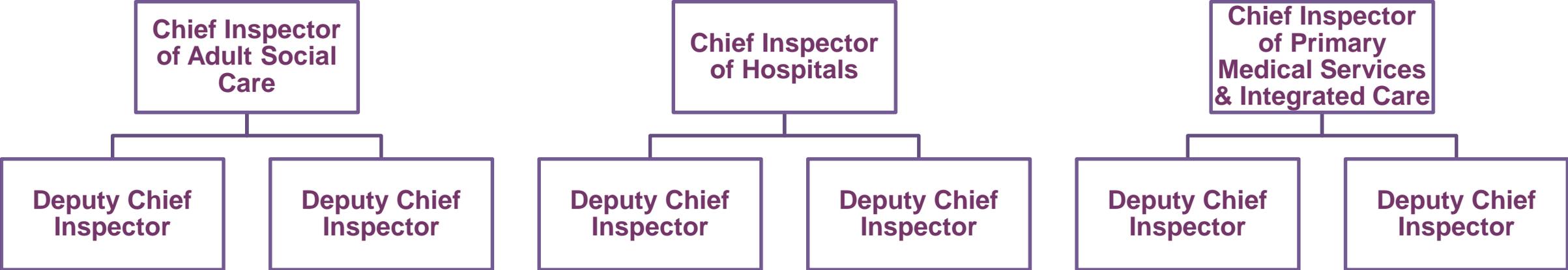
- Providers will have a streamlined process through the new provider portal
- Providers will interact with CQC's new operational teams

**Short break**

## Integrated teams

Stuart Dunn, Principal Lead Subject Matter Expert

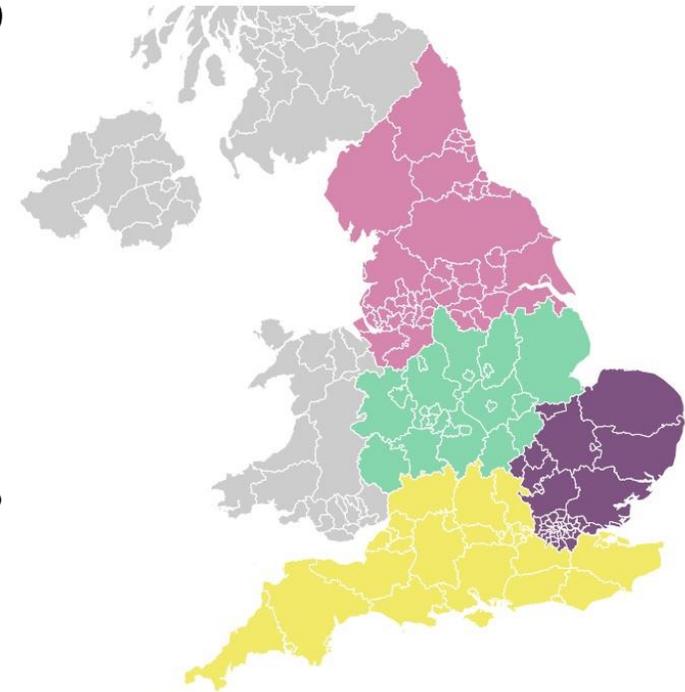
# Where we've come from



Teams of Heads of Inspection, Inspection Managers and Inspectors

# How we're changing

- Bringing together all our sector specialists into one team
- Based around four geographic areas or 'networks'
- Teams will be led by an operations manager, and made up of inspectors, assessors, regulatory coordinators and regulatory officers
- Supported by senior specialists
- National operations
- All supported by a central hub



**Tyson Hepple**  
Executive Director of  
Operations

**Ann Ford**  
Network Director  
North

**Lorraine Tedeschini**  
Network Director  
Midlands

**Rob Assall**  
Network Director  
London & East

**Deanna Westwood**  
Network Director  
South

**Debbie Westhead**  
National Operations  
Director

**Tracey Forester**  
Hub Director

**Teams of Operations Managers, Regulatory Coordinators, Assessors, Inspectors and Regulatory Officers**

# Roles in detail – Operations Manager

- Manages cross sector teams within our networks
- Developing and managing relationships with external stakeholders
- Accountable for approving enforcement and managing enforcement activities



## Day in the life of:

*I have oversight of the team to ensure we are effectively delivering our work*

# Roles in detail - Assessor

- Sector specialist who leads on maintaining an ongoing view of quality, safety and risk
- Make judgements as part of assessments, working with inspector and the rest of the team to bring together evidence
- Decides on and authorises regulatory activity
- Supports off-site evidence collection.



## Day in the life of:

*I monitor the services in the team and decide what assessments are needed*

*I consider all the evidence from an assessment, and decide on and publish the outcome*

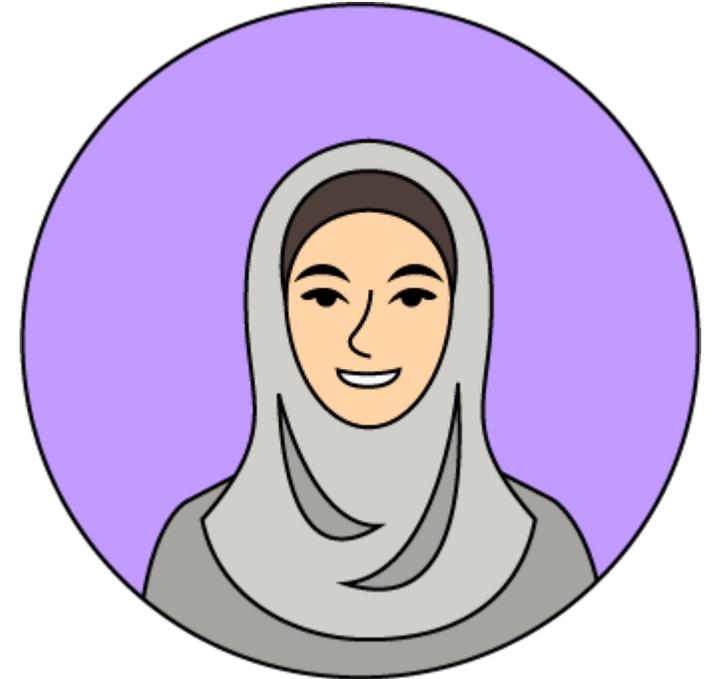
# Roles in detail - Inspector

- Sector specialist accountable for carrying out site visits for the purposes of gathering evidence (inspections)
- Lead enforcement activity
- Work with assessor to support decision making on judgments of quality
- Develop relationship with provider to support on-site activity.

## Day in the life of:

*I undertake onsite assessments of services, either as a lead or supporting another inspector*

*It's important that I have a close working relationship with the Assessor as we collaborate to develop an understanding of risk*



# Roles in detail - Coordinator

- Carry out day-to-day engagement activity with providers and local groups representing people who use services and other stakeholders
- Support triage of information
- Support collection of evidence
- Support planning and completion of inspections.



## Day in the life of:

*I attend routine engagement meetings with external stakeholders*

*I triage information we receive to ensure it is handled appropriately and used to understand risk*

# Roles in detail – Senior Specialist

- Sits across a network to support teams by providing expert advice on complex and high-risk issues to inform their decision making
- Assists external work as required, particularly with senior stakeholders

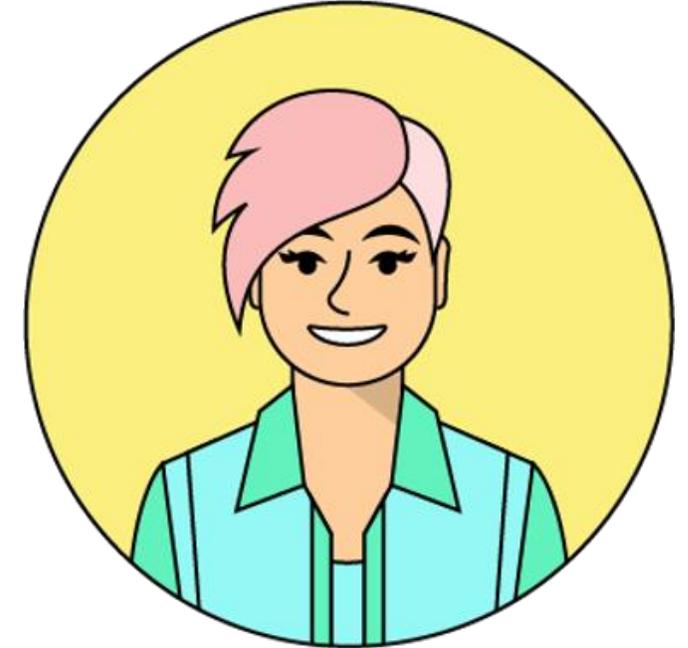


## Day in the life of:

*I collaborate with my colleagues where they need specialist advice. Using my sector knowledge and skills to make and inform important decisions about our regulatory response and supporting our assessments*

# Roles in detail – Regulatory Officer

- Assists Inspectors and Assessors to undertake tasks essential to the delivery of onsite and offsite assessments and ongoing monitoring
- Supports onsite assessment and evidence collection



## Day in the life of:

*I work with all my colleagues to support assessment and contact activity*

**AOB**

**Thank you for attending**

Next meeting

Wednesday 22 February 2023 10am – 12pm