

Adult social care trade associations meeting



2 June 2020

Agenda



No.	Agenda item	Lead	Time
1.	Welcome and introductions	MC	10.30
2.	Care Home and Domiciliary Support Update	TB	10.35
3.	CQC approach to evaluation and discussion	DB and AT	10.55
4.	COVID-19 Update	AM	11.15
5.	COVID Q & A	All	11.30
6.	AOB	MC	11.55

Welcome and introductions

Care Home and DCA Support Update

Dr Tim Ballard National Clinical Advisor

Capacity Tracker

Due to already widespread use and up and running functionality, for the purposes of COVID-19 response Capacity Tracker has been expanded in care homes to also capture business continuity information, such as PPE stocks, workforce levels, overall care home position, residents with COVID-19.

Devices

NHSx is working with suppliers to provide tablet devices for care homes to support remote consultations with GP staff and Hospital staff, including a Facebook Portal pilot to allow care home residents to speak to relatives.

Pulse Oximetry

Single best physiological measurement to assess severity of Covid – non hypercapnic hypoxia – people don't look as ill as they are

1 minute sitting to standing test.

NHSmail

NHSmail project to ensure all care homes are using NHSmail (or an equivalent secure email) has been accelerated for the purposes of the COVID-19 response. Currently 54% of care homes.

Introduced to Home care providers also recently – In 25%.

NHS digital have relaxed certain requirements around using NHS mail to make it easier to register on i.e. data security and protection toolkit (DSPT) can be completed retrospectively now.

Technology offers and innovation

NHSx has been managing offers and set up Techforce 19 where 19 companies have to innovate a rapid pilot by mid-May with grant funding of £25000 each

Internet connection

<https://www.nhs.uk/covid-19-response/social-care/internet-connection-deals-care-homes/>

1. Care homes can now get **a free connection to broadband or free 4g connectivity for as much as 6 months** to support them at this critical time.

We know that the ability to do virtual consultations, to connect with and contact local health services and keep residents in touch with their families is more critical than ever.

Home monitoring

Pilots are underway with several companies to test home monitoring of vulnerable patients. This work is in association with the Local Government Authorities (LGA) and Care Providers Association (CPA)

Medopad

.

Returners to GP Workforce

A desire by some to see them specifically deployed to support care homes.

Thank you - any questions?

CQC approach to evaluation and discussion

Alison Thwaites Evaluation Manager and Debbie Bazzard, Evaluation Advisor



Why evaluate?

- Assurance that changes to our approach are working in the way they are intended, producing positive outcomes for people who use services and reducing the risk of harm.
- Ensures that learning from our COVID-19 response can be considered against our future, post-pandemic position.
- So learning can be captured in a robust and systematic way, considering the outcomes of individual activities and the wider impact of our collective activities.

Scope

- Focus primarily on the effectiveness of the changes we have made to our regulatory approach and the degree to which they support CQC achieving its purpose.
- The evaluation will need to inform several areas of CQC's work in the short, medium and long term including:
 - Recovery Programme
 - Transforming our Organisation
 - Strategy development
 - the ongoing development of the Emergency Support Framework



Evaluation questions

Effectiveness of CQC's response

- Is CQC able to ensure that people are receiving safe, effective and high-quality care during the pandemic? How can this learning inform our future approach?
- Is CQC supporting providers to respond to the needs of the wider health and social care system?
- Is CQC supporting the wider health and social care system during the pandemic?



How do we know we are doing the right thing?

- Are the right activities developed and delivered as part of our response?
- Is there clear rationale for our decision-making?
- What is the impact of activities that are stopped, continued and new for providers and people who use services?



Internal co-ordination in response to the pandemic

- Is CQC responding in a timely way to the needs of the system?
- Is CQC ensuring that learning is being captured and used to iterate and improve our response activity?
- Is there adequate coordination of the different elements of the response to maximise overall effectiveness?



Supporting the workforce to deliver our regulatory purpose

- How have the changes to our ways of working affected our ability to deliver our regulatory purpose?
- Does CQC have the capacity to deliver the COVID-19 activity?
- Do we know the impact of the pandemic on colleagues and are we responding appropriately?



Methods

Working with engagement colleagues to align evidence gathering opportunities to reduce burden:

Mechanisms for gathering evidence:

- Internal: document review, meeting notes and observations, surveys, process and outcome measures, interviews and workshops
- External: meeting notes and observations, surveys (OnePoll, CQC Survey Programme), interviews, workshops*, mailbox, CitizenLab

Reporting

- Internal sharing of findings on a rolling basis when new insight becomes available.
- Findings will inform the Strategy discussion piece in September 2020, and the following consultation in January 2021.

Outcomes

What does the evaluation mean for providers?

- Providers can be assured that their feedback will be considered as part of a comprehensive evaluation and will inform future decision making



Q&A

- Are there any areas you think we have overlooked as part of the evaluation?
- Are there any key stakeholders you would like to see included in the evaluation?
- How would you like us to engage with you as part of the evaluation (evidence gathering and reporting)?

COVID-19 Updates

COVID-19 Q&A

AOB & reflections