

Adult Social Care  
Trade Association meeting  
Wednesday 25 August  
10:00 – 11:30am



# Agenda

No.	Agenda item	Lead	Time
1	Welcome and Introductions	Mary Cridge	10.00
2	Provider Information Return	Louise Chapman	10:05
3	CQC Quality Assurance process	Rob Assall and Steve Holmes	10:25
4	COVID-19/Sector check-in	All	10:50
5	Operational Update	Alison Murray	11:05
6	Update – Transforming the way we regulate services for people with a learning disability and autism <ul style="list-style-type: none"><li>• Home for good report</li><li>• Quality of life tool</li></ul>	Debbie Ivanova	11:20
7	AOB	All	11.25
	<b>Close</b> Next meeting: <b>29 September</b>		11:30

# Provider Information Return

Louise Chapman – Provider Analytics Manager (Adult Social Care)

- We updated you in February on what had changed for the relaunch, and this is a further update
- We have listened to concerns around the burden of completing the PIR and reduced the number of questions that we ask, time taken **to complete has reduced from 18 hours to 11**
- We are using the first month to test the new questions and the timing of the relaunch **We have received positive feedback and 84% response rate**
- We will try to limit requests being sent to locations currently reporting outbreaks using information from the Capacity Tracker **We continue to do this**

- The first month would be a voluntary submission **Continued this for 3 months instead of 1 and has now returned to mandatory**
- We are working across the sector to further develop our data sharing approaches
- **We are working closely with partners to avoid duplication**
- **We already shared information with Department of Health and Social Care and Skills for Care**
- **We have also now shared data prior to the relaunch with Office for National Statistics who will be used aggregated data as part of a publication on funding**
- **Currently working with the Local Government Association to develop an approach to wider sharing PIR information**

In addition to utilising the PIR as part of our monitoring and inspection planning, we are undertaking analysis on the following areas

- People using services
- Care needs
- Equality Diversity and Human Rights
- Funding and Commissioning
- Visitor restrictions
- Staff
- Medicines
- Barriers to good care

We are looking for volunteers to attend a workshop which will cover the following:

- Gather additional feedback on the PIR process and questions
- To review proposals on how we could share information from the PIR more widely and gather views on potential limitations
- Gather any suggestions/ideas for future of the PIR

We are looking to hold a workshop towards the end of September and for any providers/rep who have interest/experience with the PIR to date

The PIR guidance can be accessed [here](#)

## CQC Quality Assurance Process

Rob Assall – Deputy Chief Inspector of Adult Social Care  
Steve Holmes – Operations Assurance Manager Adult Social Care



## Quality Checks following inspection



- When an inspection takes place – a peer inspector reviews all reports
  - For all Inadequate and Requires Improvement with breaches an Inspection Manager (IM) would review
  - IM selectively and proportionately reviews Good or RI without a breach
  - All Outstanding reviewed by IM and approved by Head of Inspection
  - IM's on call review reports from different teams
  - FACAC – another independent manager to review if complex / IM has been involved
  - Ratings Review - have we followed the methodology/ not judgement
  - Complaints process on conduct
  - IM's observe practice at least once a year - due to recommence.
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# Wider Quality Reviews



- ASC Senior Leadership agrees an annual programme of topics for quality review
  - The programme is agreed cross sector at each of their Improvement Groups
  - SC National Quality & Improvement Group (NQAI) meets monthly to;
    - Set the broad criteria and scope of each review
    - Discuss and agree the key findings and recommendations from each review
  - 24 inspections are typically reviewed by a different region with a focus on different aspects of the process.
  - In each region and London, ASC has Inspection Manager and inspector quality leads who attend the NQAI together with a Head of Inspection (HoI) quality lead
  - An Expert by Experience also attends NQAI.
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# Quality Review topics and next steps



- In the last year we have carried out 3 Appreciative Reviews as follows;
  - Inspection Planning
  - People's Voice in Transitional Monitoring Assessments
  - Portfolio Risk Management
  - Evaluation of the Transitional Monitoring approach
- Starting to implement our new strategy – changes to our regulatory model – need to develop through learning
  - Currently we are inspecting a random % of services rated Good or Outstanding with published statements for assurance of this part of our new monitoring approach
  - Planning further quality review and audit of our new monitoring assessment including thresholds for inspecting.

**If your members have concerns please report them to us with full details. First line resolution through IM and then complaints process**

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# COVID-19/Sector Check-in

All

- In this section of the meeting we'd like to find out from you, what are the themes and trends of feedback you're getting from your members:
- Sentiments towards CQC's approach
- What are the current barriers to receiving/delivering good care?
- What are the current issues having an impact on health and social care?

(Please note if your members have queries about inspections they will need to contact their local inspector. If they have concerns about how an inspection was handled or want to make a complaint about an inspection team member then they need to contact the local Inspection Manager in the first instance, then follow the [complaints process](#). Any other queries can be sent to [providerengagement@cqc.org.uk](mailto:providerengagement@cqc.org.uk).)

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# Operational Update

Alison Murray Head of Inspection for Adult Social Care



Inspections undertaken in the financial year so far  
(01/04/2021 – 13/08/2021)

- 96 - Infection Prevention and Control and Designated Settings
- 5 - Outbreak
- 2142 - Risk

**Total – 2243**

# Transforming the way we regulate services for people with a learning disability and autistic people

Debbie Ivanova – Deputy Chief Inspector of People with a learning disability and autism



- Home for good report
- Quality of life tool

# **AOB and any questions**

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