

**Adult Social Care Trade
Association meeting
Wednesday 29 September
10:00-12:00pm**



Agenda

No.	Agenda item	Lead	Time
1	Welcome and Introductions	Kate Terroni	10.00
2	CQC data strategy	Helen Louwrens	10:05
3	Registration update	Amy Jupp	10:35
	Short break		11:15
4	Operational Update	Alison Murray	11:20
5	State of Care – 2021 report themes	Kate Terroni	11:45
6.	AOB	All	11.55
	Close Next meeting: 27 October, 10:00am-12:00pm		12:00

CQC Data Strategy

Helen Louwrens – Director of Intelligence

Registration update

Amy Jupp – Head of Registration (Adult Social Care)

The Data 2020 and key changes since May



- 132 Registration Inspectors
 - 68 Registration Support Officers
 - **15 Assistant Inspectors**
 - **16 registration Inspectors**
 - **21 Registration Support Officers**

 - 54 000 Applications per year
 - 10% not valid/needed
 - 20% Rejected (**70%** of all DCA applications)
 - 5% Withdrawn
 - 2% Refused
 - Over 60% approved

 - **Backlog from 12 weeks to allocation now 6 weeks to allocation.**
-

Domiciliary Care Services



- New way of working – Document completeness and accuracy check

What's going well

- Quality of applications improving
- Providers not ready, recognizing the complexity of the service
- Dialogue with Franchises
- Quicker assessment and decisions from us when applicants are ready
- Consultancy firms changing documentation to support providers and providing better support



Domiciliary Care Services

Areas for continuous improvement

- Focus on what information is on the website
- Focus on consistency of assessment
- Focus on market research to ensure there is a local need – concerns about immediate dormancy
- More pre application engagement
- New portal for providers – Personal care applicants likely to lead the way



Is there anything missing that you think we should focus on for Personal Care applications?

What could we improve on the website?

Services for people with a learning disability or autistic people



Registration is working within Deputy Chief Inspector
Debbie Ivanova's work

3 workstreams

- Pre application engagement
 - Supported Living services
 - Shared internal relationships and consistency
-

We encourage providers to [discuss their proposals or development ideas](#) with us before submitting an application or making changes to services. This can help providers make an informed decision about whether plans are likely to comply with this guidance.

Background and further reading

Categories: Organisations we regulate

1. [Right support, right care, right culture \(introduction\)](#)
 2. [How can providers demonstrate they are meeting the requirements?](#)
 3. [Case studies](#)
 4. [Background and further reading](#)
-

[Policy context](#)

What have we done since May?



Presented at several members forums

Met many providers at planning stage

Developed a discussion form to help providers think through ideas/plans

Met with Local Authorities to support their strategic planning

Met with relatives of people using services

Continued to robustly assess against Right Support, Right Care, Right Culture

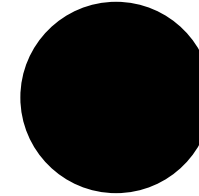
What do we still need to do?



Focus on the website to support clear and helpful advice



Continue to encourage/ensure providers talk to us before they apply



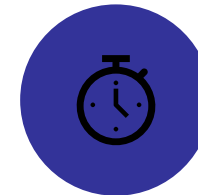
Work with commissioners and planning departments



Review internal ways of working to ensure our specialists are in the right place at the right time



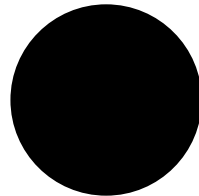
Develop further advice and guidance offered from our contact centre and quick escalation



Improve time frames on decision making



Continue to robustly assess against RSRCRC. Keep dialogue open



Continue to support innovation

Our Questions to you?



Is there anything missing that you think we should focus on for Personal Care applications?

Do you have any feedback from DCA providers for registration?

How can we encourage new and registered providers to engage with us before they build services for people with a learning disability and autistic people?

What are your successes and blockers with Commissioners

As we design our new provider digital journey – what would you like to see in an application portal?

As we formalise our winter plan, what applications do you think we should prioritise?

Your Questions to us



....

Short break

11:15-11:20am

State of Care 2021 report themes

Kate Terroni – Chief Inspector of Adult Social Care

Operational Update

Alison Murray Head of Inspection for Adult Social Care



Inspections undertaken in the financial year so far
(01/04/2021 – 13/09/2021)

- 87 - Infection Prevention and Control and Designated Settings
- 7- Outbreak
- 2283 - Risk

Total – 2404

AOB