



Adult Social Care Trade Association meeting

**Wednesday 31 August 2022,
10-11:30**

Agenda

No.	Agenda item	Lead	Time
1.	Welcome and Introductions (5 minutes)	Mary Cridge, CQC Director of Adult Social Care	10.00
2.	Terms of Reference for the Trade Association (5 minutes)	Mary Cridge, CQC Director of Adult Social Care Sam Wallace, CQC Provider Engagement Lead	10:05
3.	Operational update (15 minutes)	Alison Murray, CQC Head of Inspection, Adult Social Care	10:10
4.	Smiling Matters Three Years On - report themes (20 minutes)	<u>Sunmeet</u> Kandhari, Clinical Fellow	10:25
Short break (10 minutes)			
5.	Local authority assessment update (20 minutes)	CQC Policy team	10:55
6.	Adult Social Care Workforce Data Set (15 minutes)	Eliza McConnell, Skills For Care, Project Manager - Relationship and Engagement	11:15
7.	AOB	All	11:30
8.	Close	All	11:35

Terms of Reference (TOR)

Mary Cridge - CQC Director of Adult Social Care

Terms of reference



- Shared **proposed terms of reference** with members on 25 August
- Forum engagement and insights have been invaluable
- Opportunities for provider-focused engagement will be shared
- New calendar invites will be issued for subsequent meetings



Adult Social Care (ASC) Trade Association Group, Terms of Reference, July 2022

1. Background and Context

- 1.1. CQC is committed to working in partnership with stakeholders to ensure we understand the needs and sentiment of the sectors we regulate and the professionals working within the sector.
- 1.2. Meaningful, constructive ongoing engagement with stakeholders is critical to CQC's ability to deliver on its purpose and achieve the goals of the new strategy.
- 1.3. The ASC trade association group is a valuable forum for this activity, to both identify mutual goals where we can work in partnership and hear the voice of ASC providers about CQC's work so that we understand provider needs and perspectives
- 1.4. These terms of reference set out the purpose and membership of this forum and is a working document that will be reviewed on a regular basis.

2. Purpose

- 2.1. The trade association group is a strategic forum for organisations that represent social care providers and professionals to engage with CQC.
- 2.2. This forum will ensure CQC hears and understands the needs of adult social care providers, their experience of regulation and the factors that are impacting their ability to deliver good care.
- 2.3. The trade association group will:
 - Ensure ASC provider representatives are informed and updated on CQC's work
 - Provide a regular opportunity for providers to offer feedback on developments, projects and proposals so that CQC can develop strategy, policies and guidance that are informed by a good understanding of providers' views
 - Support the iterative development of our regulatory approach and help CQC understand the impact of the approach on providers
 - Advise CQC on engagement and communication with the ASC sector
 - Provide a forum for hearing constructive feedback on ASC providers' experience of regulation, with a focus on identifying solutions and agreeing actions that will lead to improvement
 - Provide an opportunity for dialogue on areas of common interest, including identifying opportunities for collaboration on mutual priorities and programmes of work led by CQC's regulatory leadership

Operational update

Alison Murray - Head of Inspection, Adult Social Care

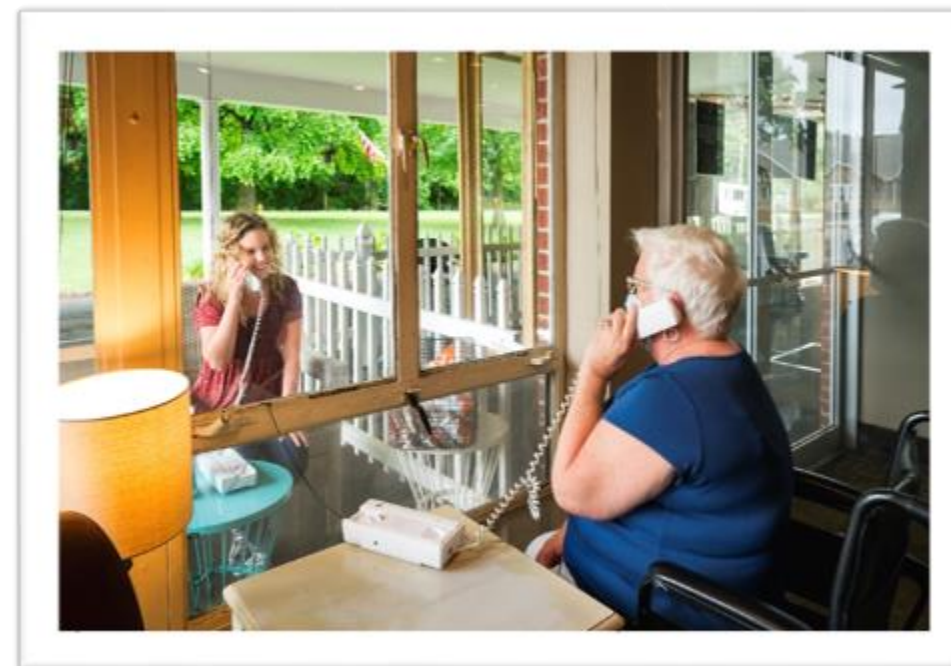
Inspection update

- 21,677** inspections undertaken since 16 March 2020 as at 24 August 2022.

- 16,656** inspections undertaken since 16 March for locations in Adult Social Care services in this period

- 2,956** inspections with IPC form (IPC Findings) from 1 December 2021 to 29 July 2022 (data correct as of **29 July 2022**)

Please note: The IPC data is only reportable from 1 December 2021.



**Risk and Rate
wherever possible**

- Responding to risk
- Focused inspections
- Inadequate and Requires Improvement services
- Registered and unrated services

Smiling Matters Three Years On

- report themes and stories

Sunmeet Kandhari - Clinical Fellow

Short break

Local authority assessment update

CQC Policy team

- Need to prepare LA staff and service users in advance with information about where CQC is coming from
- Pivotal role was logistics where one person got people to the right place at the right time which helped make good use of existing meetings and focus on our agenda
- Given the large number of meetings, assessors used 50 minutes to enable them to get to the next meeting
- Be careful that we are not overwhelmed with evidence
- Post event feedback was very positive, without too much detail and at the right level

Integrated Care System and Local Authority stakeholder surveys

Headlines

- Responses broadly confirm we're heading in the right direction with our approach and that our areas of focus are clear
- Respondents want more information to help prepare:
 - What to expect
 - Methodology
 - Timescales
 - Escalation
 - Alignment
 - Guidance

September

- Agreement on principles for sequencing of LA and ICS reviews
- Agreeing draft assessment framework
- Sharing the draft framework

October

- CQC Board sign off
- Secretary of State sign-off

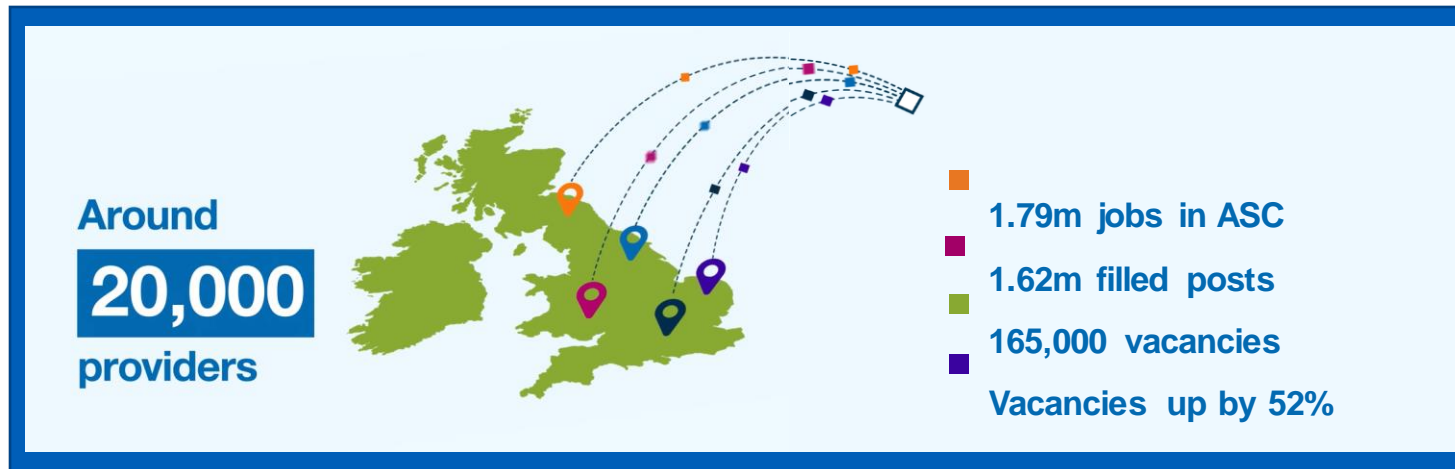
Adult Social Care Workforce Data Set

Eliza McConnell, Skills For Care,
Project Manager - Relationship and Engagement

Adult Social Care Workforce Data Set (ASC-WDS)



The Adult Social Care Workforce Data Set



Our intelligence has been used by:

- The Health and Social Care Select Committee's inquiries
- Migration Advisory Committee's review
- The Equality and Human Rights Commission
- In over 100 press articles and has been referred to over 20 times by parliamentarians in debates this year



New questions to help measure social care reform

Career of choice, recruitment	<ul style="list-style-type: none">▪ How much money have you spent on advertising for staff in the last four weeks?▪ How many people have you interviewed for care worker roles in the last four weeks?
CC standardisation, KSF, portable training records (care hub)	<ul style="list-style-type: none">▪ Do new care workers have to repeat training they've done with previous employers?▪ Would you accept a Care Certificate from a worker's previous employer?
Career of choice, factors which influence retention	<ul style="list-style-type: none">▪ Do you pay care workers a cash loyalty bonus within their first two years of employment?▪ Do you pay your care workers more than statutory 'sick pay' if they cannot work because of illness?▪ Do you contribute more than the minimum 3% into workplace pensions for your care workers?▪ How many days leave do your full-time care workers get each year?



Benefits to providers

- Funding for training staff
- Safe and free storage of staff records
- Manage training records
- Benchmark their workplace
- Access the Skills for Care bundle offer
- Their data makes an impact and contributes to the voice of the sector



How can you encourage providers to use ASC-WDS?

- Raise awareness and encourage the use of ASC-WDS as best practice
- Email templates and presentation slides are available
- Spread the word on how you use ASC-WDS data to benefit your members
- www.skillsforcare.org.uk/workforce-intelligence-sector-bodies
- Eliza McConnell, Relationship and Engagement Manager
eliza.mcconnell@skillsforcare.org.uk



AOB

Thank you for attending

Next meeting, Wednesday 28 September, 10 – 12.