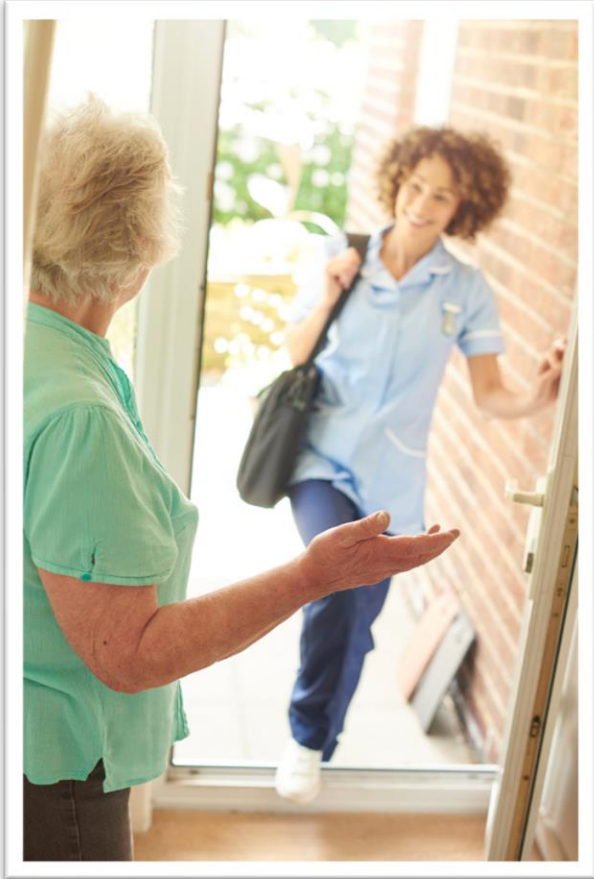


# Adult Social Care (ASC) Trade Association meeting

Wednesday 31 January  
2024. 10am – 12 noon



# Welcome and updates

Rob Assall

Network Director, London & East, CQC

# Welcome and updates

- VIVALDI study animation available to share

<https://vimeo.com/891061902>



- [Visiting guidance consultation](#) is live and runs until 20 February 2024
- Carehome.co.uk listings

# Care Workforce Pathway

**Raki Butt**

Policy Lead, Care Workforce Pathway,  
DHSC



Department  
of Health &  
Social Care

## **Care Workforce Pathway**

**Introduction**

**Structure of the Pathway**

**Purpose of the Pathway**

### **Next steps:**

**Early Adopters Programme**

**Phase 2 content development**

**Digital product development**

# Workforce Reform Portfolio – Care Workforce Pathway in context

On 10 Jan 2024 we announced the following projects as part of our workforce reform programme:

- **The launch of the Care Workforce Pathway:** This is a universal pathway setting out the knowledge, skills, values and behaviours needed to work in adult social care, as well as a clear career structure for the workforce.
- **Over £53.91 million of funding for the new Level 2 Adult Social Care Certificate:** This will support up to 37,000 individuals in direct adult social care roles to enrol on the qualification between June 2024 and March 2025.
- **Subsidised training places:** An uplift to the Workforce Development Fund will expand access to learning and development.
- **A new digital leadership qualification:** This will help equip social care leaders and managers with the confidence and capability to lead the implementation and use of technology in the delivery of care.



# The Care Workforce Pathway is a universal structure which, for the first time, sets out the knowledge, skills, values and behaviours needed to work in adult social care.

DHSC published “People at the Heart of Care” which set out the Government’s 10-year vision for adult social care.

**December 2021**

Requested Think Local Act Personal (TLAP) to convene people who draw on care and support to establish their views on the values people working in social care should have.

**May 2023**

Digital version of Pathway publication  
Publication of additional role categories – PAs, DMs, RMs, and ECWs

**Spring/Summer 2024**

**April 2023**

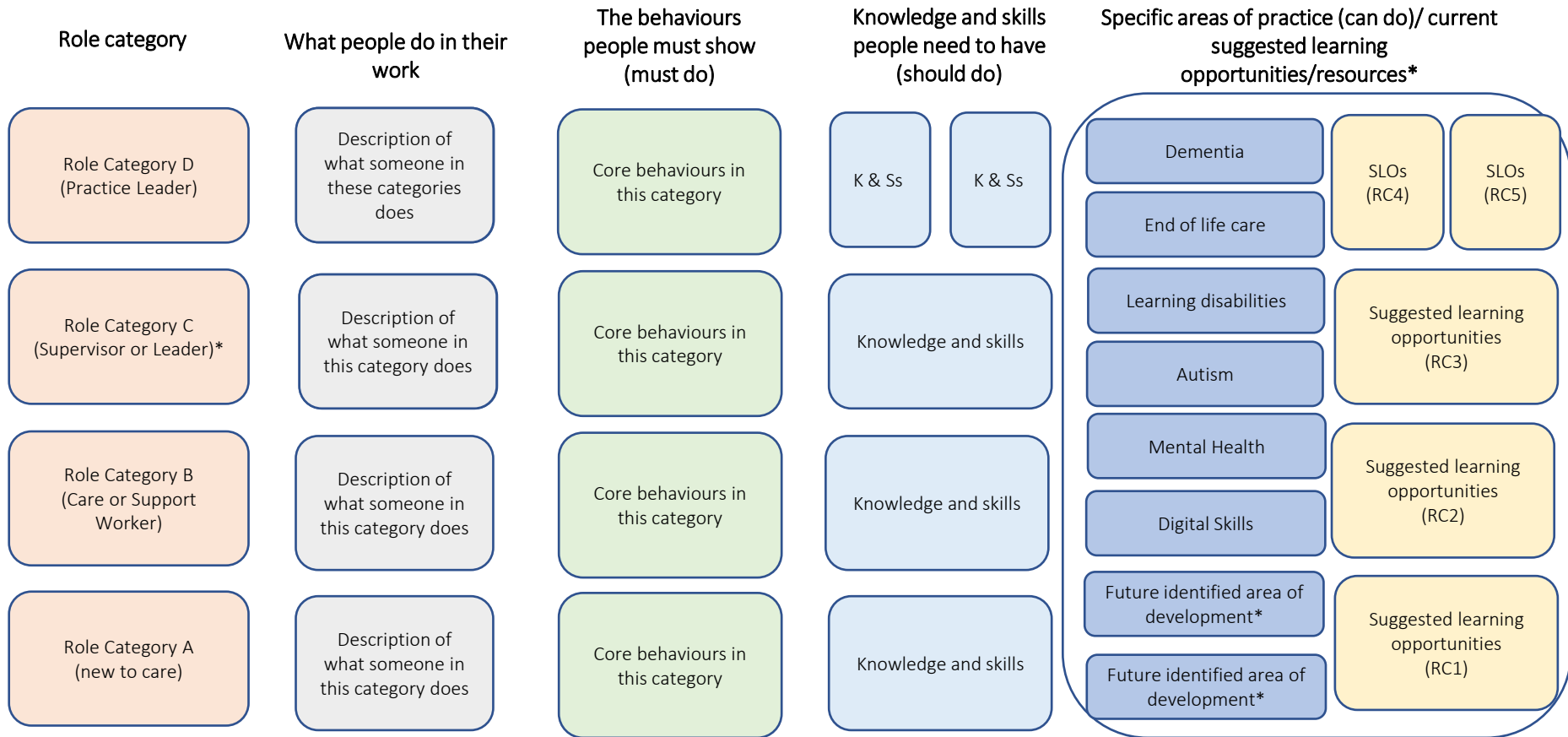
The Government re-committed to this vision in “Next steps to put People at the Heart of Care”

**Jan 2024**

Publication of the First version of the Pathway for direct care roles in partnership with Skills for Care  
Text-based format on Gov.uk



## Structure of the Pathway for Direct Care Roles





# What is the purpose of the Pathway?

## People who access care and support

- will receive better quality care, because care workers will have the right skills, knowledge and expertise to carry out their role

## People who work in social care

- will understand the knowledge, skills, values and behaviours required to do theirs and other roles
- will understand how to develop and progress their skills and expertise and identify pathways into and through the sector to support career progression

## Adult Social Care employers

- will understand the knowledge, skills, values and behaviours their workers will be expected to demonstrate
- will improve recruitment practices and discussion about the different roles to support career development and progression.

## National Policy and Systems Leaders

- will see a more streamlined training market for government and local systems investment; will be able to better match training solutions to specific parts of the workforce and to identify any gaps in the provision of L&D.

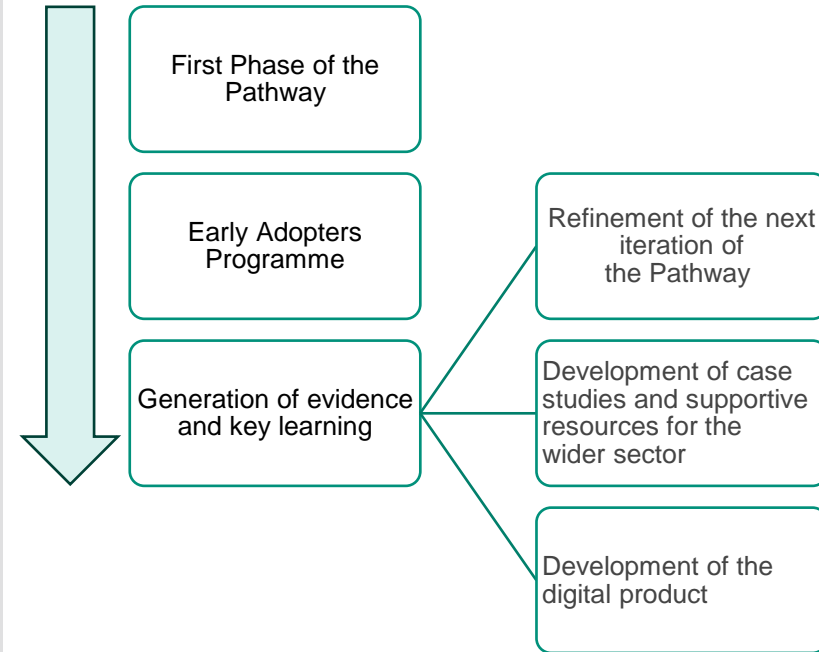
## Learning Providers

- will know what learning solutions are being prioritised by the government and other funders and the skills and behaviours which care workers need to have



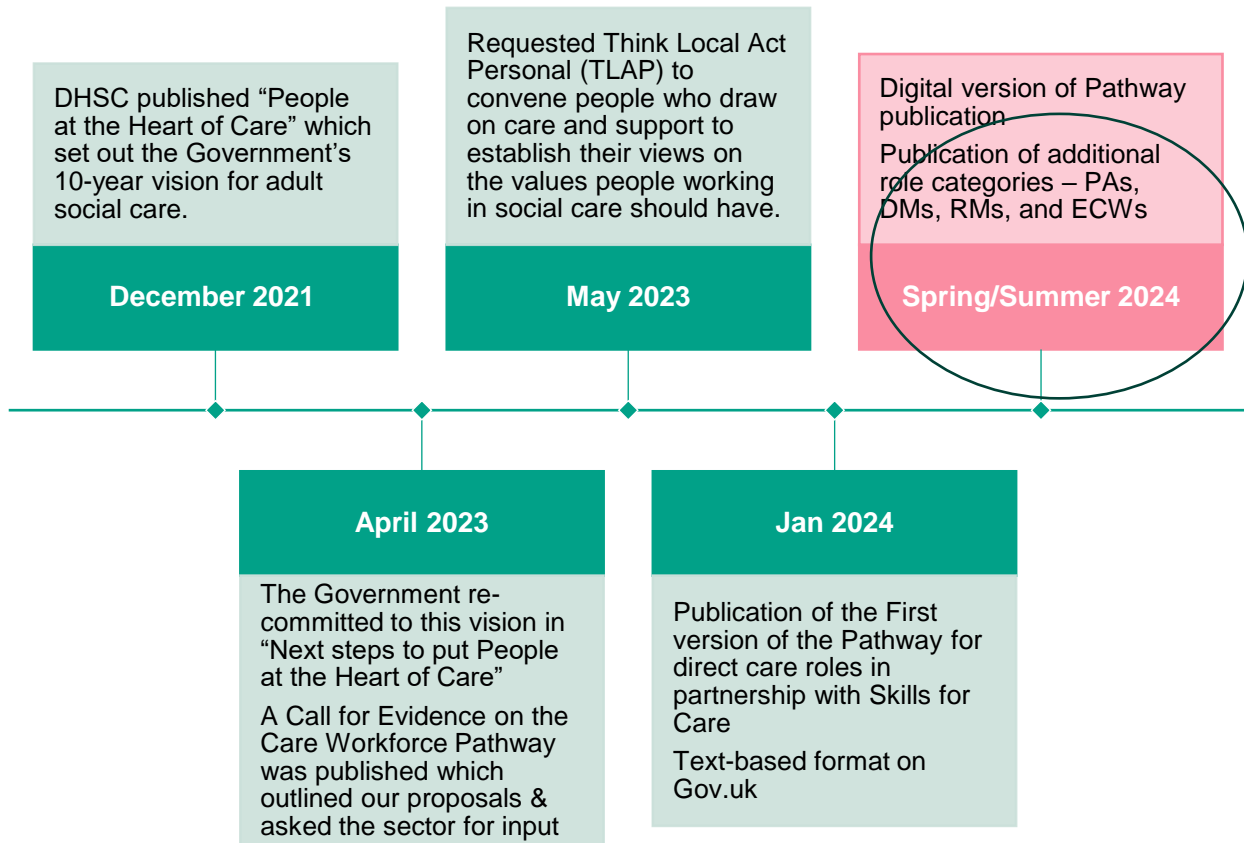
# Next Steps: Early Adopters Programme

- **The Early Adopters programme aims to test the usability of the Pathway and see how the Pathway can be embedded within social care providers. It will also test whether adopting the Pathway approach has a positive impact on care workers perceptions of their careers.**
- **To enable this, DHSC are establishing a cohort of early adopters, a group of 20 to 30 adult social care providers selected to represent the diversity of the national social care provider market.**
- **The early adopters will map their current organisational structures and job roles to the Pathway and will test the structure, language and content across different care settings.**
- **In doing so the early adopters programme will generate evidence and learning, feeding into the refinement of the next iteration of the pathway, development of the digital product, and the development of case studies and supporting resources for the wider sector.**
- **The programme will last for up to 12 months, beginning later this year into next year**



# Next Steps: Phase 2 Content Development & Digital Product Development

- The next phase of development will focus on new role categories to cover **deputy managers, registered managers, personal assistants and enhanced care worker roles**.
- This will be published in **summer 2024**.
- Content work is underway exploring how best to implement a digital and interactive version of the pathway, along with other useful information about careers and career structures.



## What do we recommend employers to do next?

The Pathway is designed to set the direction of learning and development across the adult social care sector going forward.

**In advance of launching of the digital product, we recommend that any employer in the sector should consider the pathway and think about how they can apply it.**

This could involve:

- adopting the values in the pathway
- looking at how existing organisational structures and job roles map onto the pathway
- using the pathway to guide conversations about careers, development and progression

# **Access to medicines support – ASC provider experiences**

Hayley File, Regional Medicines Manager  
(South), CQC

People supported by ASC services can benefit from input from other healthcare professionals and providers, such as GPs, community pharmacies and hospitals.

**We'd like to hear about:**

- The support adult social care services receive from other healthcare professionals and organisations to help your service manage people's medicines safely.
- What advice and support adult social care services would like to be able to access to help manage people's medicines safely

If you have concerns about a particular service, you should tell us about that through our website rather than this survey.

[cqc.org.uk/give-feedback-on-care](https://www.cqc.org.uk/give-feedback-on-care)

# Visiting guidance consultation

Alison Murray

Deputy Director, Adult Social Care, CQC



# Visiting guidance consultation

- The consultation is live at [cqc.citizenlab.co/en-GB/projects/cqc-visiting-guidance-consultation](https://cqc.citizenlab.co/en-GB/projects/cqc-visiting-guidance-consultation)
- The consultation is open until Tuesday 20 February 2024 at noon.
- Easy read version is available.

**Comfort break (5 minutes)**

# Human rights approach

Helyn Aris

Equality, Health Inequality & Human  
Rights Manager, CQC

**Our refreshed human rights  
approach to regulation:  
bringing humanity into action**

# Human rights approach

Our approach was published on CQC web pages last December [Our updated human rights approach - Care Quality Commission \(cqc.org.uk\)](#)

We also published a blog [Bringing humanity into action — our revised human rights approach to regulation](#) by Lucy Wilkinson Head of Equality, Health inequalities and Human Rights at CQC

# Key elements

- There is no quality of care without rights respecting care
- Sets out how our **assessment framework** links with **human rights**
- Set out commitments to CQC's role as a Human Rights focused regulator: improving, promoting and protecting the rights of people who use health and care services
- Epistemic injustice, analysis of power and poor care
- Three level analysis of human rights infringements: individual practitioner level, institutional level and systemic level

# Next steps

- Next steps external launch event – date to be confirmed
- Series of other events in planning stages to highlight deep dives into application of our approach
- Planning for development of a reference panel to chart commitments made in the approach



# Inspections update

Sheila Grant

Deputy Director, Network North



# Inspections update

## Over the last 12 months:

We have undertaken **5118** inspections at Adult Social Care services.

Of those inspections now published, **61%** resulted in either a Good or Outstanding rating.

For those services with a previous rating, we found **29%** improved, **49%** maintained their rating and **22%** deteriorated.

29/01/2024 - dates between 01/01/2023 - 31/12/2023

# Any other business

Rob Assall

Network Director, London & East, CQC

# AOB:

- Preparing for energy disruption – messages from DHSC

# Next meeting

Wednesday 28 February 2024

11am to 3pm in the CQC Stratford Office