Guest Speakers

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Lisa Hitchcox
Xceed Care Compliance

Xceed CARE COMPLIANCE LTD

Roy Smith
Norwood

NORWOOD
Taking on life together

Grey Matter Learning

Reset & Rebuild with Grey Matter Learning

SPEAKER: LISA HITCHCOX
ADULT SOCIAL CARE AND SUPPORT COMPLIANCE
AND BUSINESS ASSURANCE SPECIALIST

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Development of a new approach to regulation – CQC Strategy

- Regulation to be driven by people's lived experiences – what matters to the public and local communities being at the heart of the strategy
- More flexible, proportionate and dynamic approach to regulation, monitoring and inspection
- All services to have stronger safety cultures, supported by learning and improvement
- Driving forward and supporting service improvement both on a local and national level

- **2 CORE AMBITIONS TO IMPROVE PEOPLE'S CARE**
  - Assessing how well health and care services work together on delivering quality services
  - How services and local systems are reducing inequalities, promotion of equality of access to services, experiences and positive outcomes

People and communities

Smart regulation

Health & Care Systems and Reducing Inequalities

Safety through learning

Accelerating improvement

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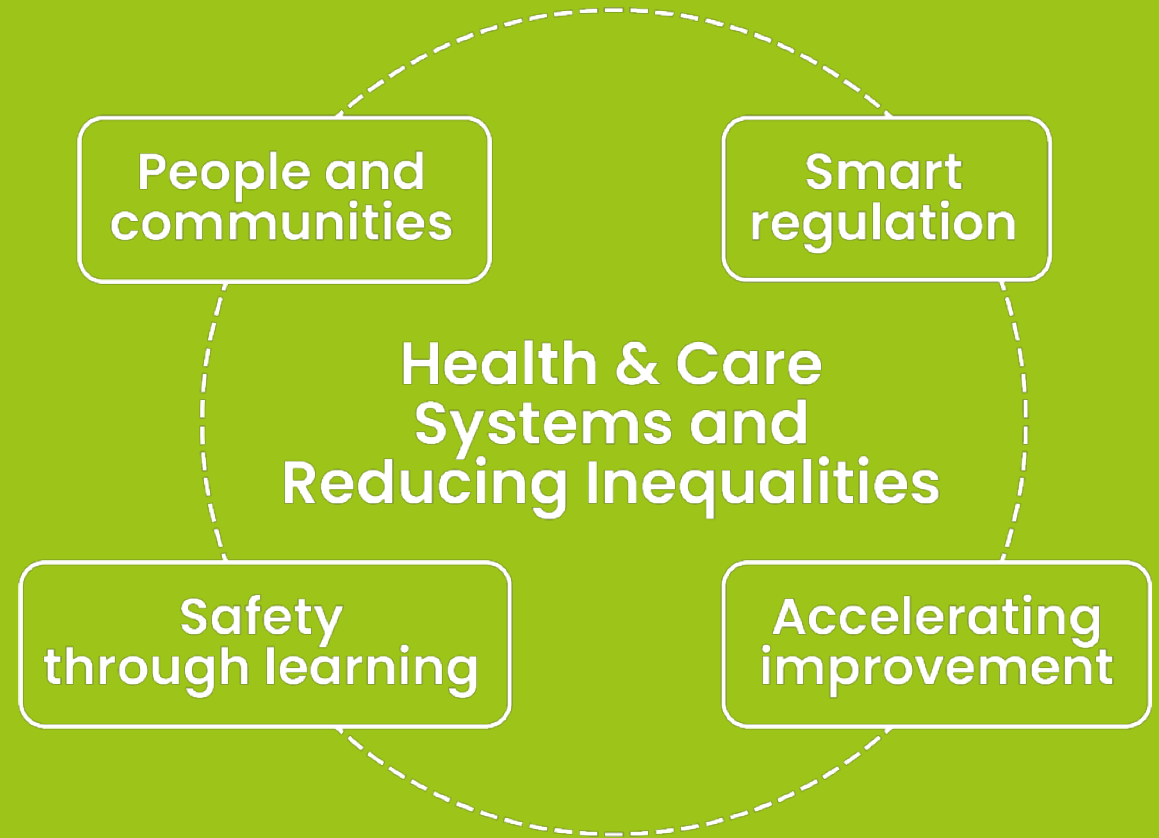
CQC Continuous Monitoring Approach to Regulation

- Implementation of a SINGLE ASSESSMENT FRAMEWORK
    - Health and Social Care Providers
    - Local Authorities
    - Integrated Care Systems
- 5 Key questions remain – Safe, Effective, Caring, Responsive and Well-led with reference to 'I Statements', reflective of people using services
- FLEXIBLE and CONTINUOUS assessment of QUALITY proportionate to risk
- Quality Statements replace KLOES (We Statements rated as 'GOOD') linked to regulations and show what is needed to deliver high-quality person centred care

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CQC Continuous Monitoring Approach to Regulation

- Four-point rating scale (1-4) – To illustrate Outstanding, Good, Requires Improvement and Inadequate rating the sources of EVIDENCE

- 6 Evidence Categories – People's experiences of Health and Care Services, Feedback from Staff and Leaders, Feedback from Partners, Observation, Processes and Outcomes

- Continuous gathering of STRUCTURED EVIDENCE will vary according to service type, level of assessment and at the point of registration or existing services

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Preparing for the Changes – Key Themes 1

- Awareness of the Key Themes of the revised approach all under pinned by the 4 strategy objectives and 2 core ambitions, 5 key questions and quality 'We' statements
- CULTURE – Positive Organisational Culture
    - Learning Culture, Safety Culture, Service Improvement Culture, Meeting Cultural Needs of Individuals, Person-Centred and having a Shared Vision and Strategy
- SAFETY – Safe systems, Safe environments, Safe and effective staffing, Safeguarding, Infection Prevention Control and Medicines Optimisation
- SUSTAINABILITY – Organisational, Good Governance, Environmental and Sustainable Care, Treatment and Support

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Preparing for the Changes – Key Themes 2

- STRONG and EFFECTIVE Governance and leadership – Clear Accountability, Roles and Responsibilities
- CONTINUOUS IMPROVEMENT – Evidence cycle of service improvements
- SUPPORTED AND SKILLED WORKFORCE –
  - Wellbeing and enablement
  - Specialist training, education, development and sustained support
  - Equality, Equity, Diversity and Inclusion
  - Further development of effective methods of communication, engagement and consultation

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Preparing for the Changes – Key Themes 3

- PEOPLE'S VOICES AND EXPERIENCES influence the delivery of high quality care and support
    - Involving and listening to people – Feedback is acted upon and used to deliver improvements
    - Effective Consultation, Engagement and Communication – People, Staff, Partners, Stakeholders, Local and Wider Communities
- POSITIVE PARTNERSHIPS AND COLLABORATION with the local community and wider networks, meeting the needs of diverse communities
- EQUALITY AND EQUITY OF ACCESS to care and support services
- OUTCOMES – Meeting and exceeding the expectations of people and organisational outcomes
- CONTINUOUS – Learning, Innovation and Accelerating Improvements
- EMBRACE the digital revolution to improve services – engagement and investment in appropriate systems and processes

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How can you prepare for the changes?

- REVIEW & UPDATE quality assurance and compliance systems and processes (PIR)
- ALIGN all quality assurance, good governance and compliance systems and processes to include the evidence requirements of the Quality Statements
- LISTEN, ANALYSE and ACT on feedback from people – service users, families, friends, advocates, staff members and external professionals
- EDUCATE, TRAIN AND SUPPORT staff teams and take them on the journey with you
  - Recruitment and Induction
  - Staff Training and Development
  - Staff Well-being and Support

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How can you prepare for the changes?

- FURTHER DEVELOP and STRENGTHEN all relationships, partnerships and community links

- AWARENESS of local and national themes, trends and challenges

- ENGAGE and IMPLEMENT best and good practice from all sources available including NICE guidance, Skills for Care staffing resources, TLAP, Social Care Institute of Excellence and CQC

- INNOVATE and CREATE – Meeting the needs of individuals

- COLLATE and GATHER EVIDENCE – Development of digital platforms

- SHARE knowledge, experience and good and best practice

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Reset & Rebuild with Grey Matter Learning

SPEAKER: ROY SMITH -
HEAD OF QUALITY AT NORWOOD

CQC quality statements

Key question: caring

- Workforce wellbeing and enablement
  - We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person centred care

Key question: responsive

- Listening to and involving people
  - We make it easy for people to share feedback and ideas or raise complaints about their care, treatment and support. We involve the in decisions about their care and tell them what's changed as a result.

Key question: well-led

- Freedom to speak up
  - We foster a positive culture where people feel that they can speak up and that their voice will be heard.
- Environmental sustainability – sustainable development
  - We understand any negative impact of our activities on the environment and we strive to make a positive contribution in reducing it and support people to do the same.
- Workforce equality, diversity and inclusion
  - We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for people who work for us.

Protected Characteristics

EQUALITY ACT 2010

- Race and ethnicity
- Disability
- Religion or belief
- Age
- Sexual Orientation
- Gender
- Gender reassignment
- Pregnancy and maternity
- Marriage and Civil Partnership

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CQC's Six Evidence Categories

People's experience of
health and care services

Feedback from staff and leaders

Feedback from partners

Observation

Processes

Outcomes

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CQC Resources and Sources

FREE COURSE! Preparing for an Outstanding CQC Inspection Course
https://greymatterlearning.co.uk/cqc-training-hub/manager-courses/outstanding-cqc-inspection

Podcasts
https://linktr.ee/cqcconnect

CQC Training Hub
https://greymatterlearning.co.uk/cqc-training-hub/

Consultation Platform
https://cqc.citizenlab.co/en-GB/

CQC Webinars
https://.youtube.com/channel/UCP_qU5W_c3jaLkOY0mWrB-w

Insight reports
https://www.cqc.org.uk/publications

State of Care Report 2020/2021
https://www.cqc.org.uk/publications/major-report/state-care

THANK YOU FOR ATTENDING

Preparing for the Revised
CQC Approach to Inspection