

Islington Health and Care Scrutiny Committee

18 December 2023

David Harris
CQC Operations Manager
david.harris@cqc.org.uk



CQC Is Changing

A grayscale photograph of two healthcare workers in uniform. The worker on the left is a woman with blonde hair, wearing a light-colored uniform and holding a clipboard. The worker on the right is a woman with dark curly hair, wearing a dark uniform and holding a stethoscope. Both are wearing lanyards with ID badges. The background is blurred, showing what appears to be a hospital or care home setting. There are orange geometric shapes in the top right corner and green geometric shapes in the bottom left corner.

Our role and purpose

The Care Quality Commission is the independent regulator of health and adult social care in England.

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.



What do we do?



- We register care providers.
- We monitor, inspect and rate services.
- We take action to protect people who use services.
- We speak with our independent voice, publishing our views on major quality issues in health and social care.

Throughout our work we:



- Protect the rights of vulnerable people, including those restricted under the Mental Health Act.
- Listen to and act on your experiences.
- Involve the public and people who receive care
- Work with other organisations and public groups.

Unique oversight of care



49 ASC
65 PMS
**34 Independent Health
Acute Hospitals**
Mental Health services

Is it safe?
Is it effective?
Is it caring?
Is it responsive?
Is it well-led?

Why we're changing?

- To have a greater focus on care across local areas or systems
- To use our new regulatory powers effectively to improve people's care
- To make our regulation less complex and more efficient
- To regulate in a smarter way
- To work better with the sector as it changes and recovers



Our new teams

How we'll deliver assessments

- Bringing together all our sector specialists into one team
- Based around four geographic areas or 'networks'
- Teams will be led by an operations manager, and made up of inspectors, assessors, regulatory coordinators and regulatory officers
- Supported by senior specialists
- National operations
- All supported by a central hub



New responsibilities

CQC has new responsibilities:



- The Health and Care Act gives CQC a role in reviewing **integrated care systems**
- It also gives CQC a duty to assess how **local authorities** are meeting their social care duties under part 1 of the Care Act

These will allow us to look more effectively at how care provided in a local system is improving outcomes and reducing inequalities.

We've engaged extensively on how we'll do this. We want to bring together a view of quality across a local area and put people at the centre of driving improvement in care.

CQC scope: integrated care systems

The focus of our integrated care systems will be these across 3 themes:

Leadership

- Shared direction and culture
- Capable, compassionate and inclusive leaders
- Governance and assurance
- Partnerships and communities
- Learning, improvement and innovation
- Environmental sustainability
- Workforce equality, diversity and inclusion
- Freedom to Speak Up

Integration

- Safe systems, pathways and transitions
- Care provision, integration and continuity
- How staff, teams and services work together

Quality and safety

- Learning culture
- Supporting people to live healthier lives
- Safe and effective staffing
- Safeguarding
- Equity in access
- Equity in experiences and outcomes

CQC scope: local authorities

The initial focus of our local authority assessments will be across four themes:

Theme 1: Working with people

- Assessing needs
- Supporting people to live healthier lives
- Equity in experience and outcomes

Theme 2: Providing support

- Care provision, integration and continuity
- Partnerships and communities

Theme 3: Ensuring safety

- Safe systems, pathways and transitions
- Safeguarding

Theme 4: Leadership

- Governance, management and sustainability
- Learning, improvement and innovation

Local authority assessment interim guidance

Our interim guidance sets out the high-level framework for our oversight of local authorities focusing on an initial baselining period.

The guidance includes:

- Information on nine quality statements grouped under four themes that we'll use in our assessments
- how we will assess local authorities
- the evidence categories we'll use
- how we'll report and share information following assessments

We expect to expand and update this interim guidance as we develop our model.



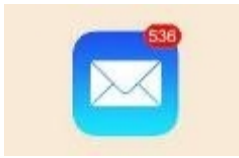
Where are we with local authority assurance?



We have now completed our fieldwork for all five pilots; Birmingham City Council, Lincolnshire County Council, North Lincolnshire Council, Nottingham City Council and Suffolk County Council.

We will...

- provide a report and indicative scores for all quality statements as well as an overall indicative rating
- evaluate our approach throughout all pilots and incorporate learning into our formal assessments
- start formal assessments later this year



Provider Bulletin

<https://www.cqc.org.uk/news/newsletters-alerts/email-newsletters-cqc> or Search: CQC bulletin



Social

@CQCProf @CQCProf



youtube.com/user/cqcdigitalcomms



facebook.com/CareQualityCommission



Digital platform

<https://cqc.citizenlab.co/en-GB/>
or Search: Citizenlab CQC



Podcasts

Wherever you listen to podcasts
Search: CQC Connect

Medium

Blogs

<https://medium.com/@CareQualityComm>
or Search: Medium CQC

Publications

<https://www.cqc.org.uk/publications>

CQC is changing – YouTube playlist

https://youtube.com/playlist?list=PLEwLzOd_XW-IU-FCX2gvNu3OYG1aHn365

