

# **‘What do we know about CQC changes and what will the impact be on your inspection?’**

**WITH ED WATKINSON | 30 March 2022**



# Why are CQC changing what they do?



- Building on their published strategy
- Embedding their learning from the pandemic
- Having to do 'more with less'
- Want to support the development of Integrated Care Systems (ICS)
- Want to be more focused on outcomes for people that use services
- 'Evolution' not 'Revolution'
- Attempting to reduce duplication and be more efficient

# What do we think isn't changing?

## **The 5 Key Questions**

Safe, Effective, Caring,  
Responsive, Well led

## **Ratings**

Outstanding, Good, Requires  
Improvement, Inadequate

## **The Provider Information Return (PIR)**

**The principles of  
Registration and the need  
for ongoing monitoring of  
services**

**The Legal  
framework underpinning  
all CQC activity**

**Enforcement activity**

# What do we think is changing?

One set of high level criteria for all health and social care services

Key Lines of Enquiry (KLOEs) replaced by 'Quality Statements'

There are between 5 and 8 Quality Statement themes under each of the 5 key questions, and the Quality Statement details what 'good' looks like under that specific theme

Quality Statements are phrased as 'we' statements and are an expectation of what you as a provider will do.

# What do we think is changing?

## Example Quality Statement



### Theme:

Assessing needs

### Quality Statement:

'We maximise the effectiveness of care and treatment people receive by regularly assessing people's health, care, well-being and communication needs'

# What do we think is changing?

## Quality Statements

have an increased focus on

- ✓ Independence
- ✓ Compassion and dignity
- ✓ Partnership working
- ✓ Promoting healthier lives
- ✓ Improving outcomes
- ✓ Rights and equality of staff
- ✓ Equality of access to care provision
- ✓ Environmental sustainability
- ✓ Governance and leadership
- ✓ Best practice and innovation

# What do we think is changing?

## A more structured range of evidence:

- ✓ People's experience of care
- ✓ Feedback from staff and leaders
- ✓ Observations of care
- ✓ Feedback from partners
- ✓ Processes
- ✓ Outcomes of care

# What do we think is changing?

More use of 'I' and 'we' in CQC thinking

More detailed information for specific service types under the Quality Statements – provisionally called Quality Indicators

More 'continuous assessment' of services, as opposed to an 'exam' based system

Timescales for site visits will not be governed by rating

More risk based approach to when site visits are needed



# What do we think is changing?



More looking at the evidence across the local care system, and following up on wider identified themes

Shorter, more focused reports on what is important to the public

Feeling that assessment could be more of a 'desktop exercise'

More regular updates for the public when there are changes to the service

Clearer scoring of specific evidence on a 4 points scale that will inform Quality Statements and Key questions

Probability that CQC will be able to change ratings without a site visit

# What is the timescale for these changes ?

CQC has not yet published the final details but the following timescale is expected:

**From now CQC are developing quality indicators**  
(the service specific criteria and evidence sources)

**Testing process**  
during summer 2022

**Refining process**  
during Autumn 2022

**Full implementation**  
planned for Spring 2023

# How can I prepare for the changes?

Sign up to receive CQC newsletters and other information

<https://www.cqc.org.uk/news/newsletters-alerts/email-newsletters-cqc>

Become part of CQC 'citizen lab' which allows you to influence developments and gives you early insight into CQC ideas and thinking

Keep looking at your QCS management system , as we will share updates and what changes we have made to ensure that CQC changes are being reflected

Ensure your PIR is up to date and complete

Keep a record of what you are doing that is innovative, creative and meets an identified need

Reach out to other services to share knowledge, experience and best practice



# How can I prepare for the changes?

Complete all required audits, and make sure actions are addressed

Involve people that use your service as much as possible in the development of your service

Survey people that use your service, and others that are involved in your service

Look if you could increase the use of online systems and processes

Treat external professionals and the Local Authority as you would the CQC as information about you will be shared across organisations

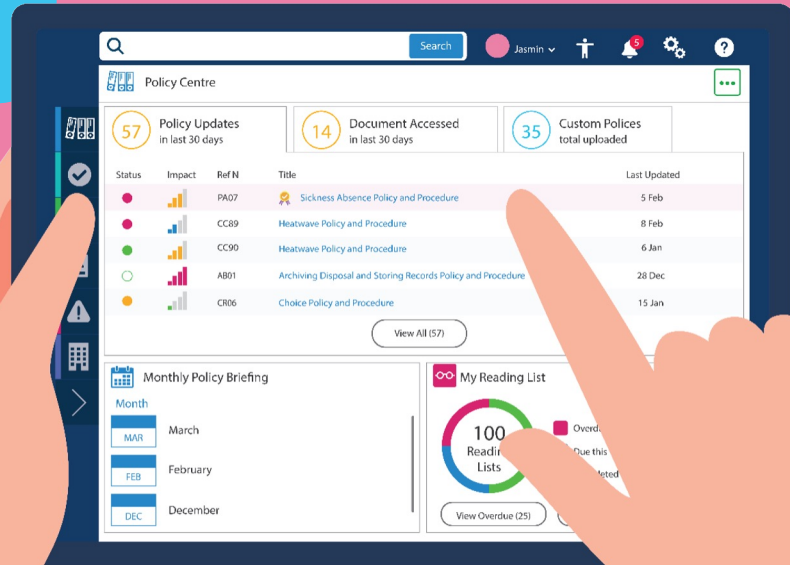
Increase your awareness of what is happening with health and social care in your local area

Ensure that you have evidence that is well organised and ready to show CQC

Q & A



# QCS Product Demo



# Thank you

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