

A fresh start for the regulation and inspection of adult social care



Our purpose and role



Our purpose

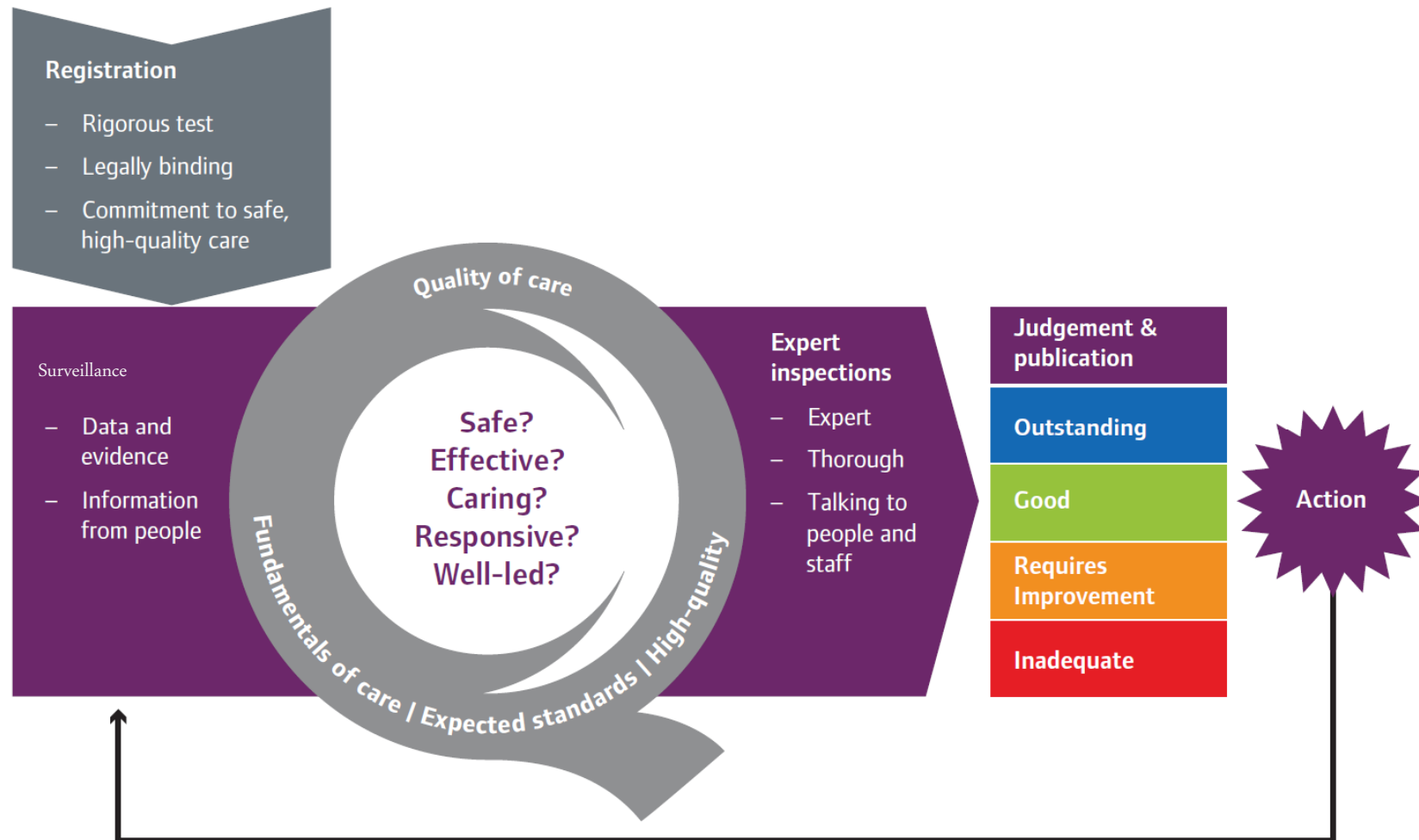
We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve

Our role

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care



New Operating Model



Asking the right questions about quality and safety



- Safe
- Effective
- Caring
- Responsive to people's needs
- Well-led



Characteristics of adult social care services and the people who use them



- **Whole of people's lives, not episodic**
- **Complex and varied needs and aspirations**
- **Personalisation** hugely important
- People are often in very **vulnerable circumstances; care generally provided in people's own homes**
- Role of **unpaid carers** is critical
- **Diverse sector** - large numbers of providers, different sizes and types, strong private and voluntary sector
- Significant numbers of people **fund their own care**
- A lack of consistent, high quality **data** and **fewer standards**

Top 5 priorities for the Chief Inspector Care Quality Commission

1

Develop changes to how we monitor, inspect and regulate adult social care services

2

Develop a ratings system for adult social care services

3

Develop an approach to monitoring the finances of some adult social care providers

4

Support our staff to deliver

5

Build confidence in CQC

Our top ten proposed changes



1

More systematic use of people's **views and experiences**, including complaints

2

Inspections by expert inspectors, with **more experts by experience and specialist advisors**

3

Tougher action in response to breaches of regulation, particularly services without a registered manager for too long

4

Checking providers who apply to be registered have the **right values and motives**, as well as ability and experience

5

Ratings to support people's choice of service and drive improvement

Our top ten proposed changes (2)



6

Better data and indicators to help us target our efforts

7

New standards and guidance to underpin the five key questions

8

Avoid duplication of activity with local authorities

9

Focus on leadership, culture and governance with a different approach for larger and smaller providers

10

Frequency of inspection to be informed by ratings

Other ideas to discuss



- **Better use of technology** to capture people's views and experiences
- Specific guidance on our expectations for the **induction and training of staff** who work in adult social care services
- How we might encourage services to be **more open and better integrated** with local communities, creating an open culture
- Allowing **providers to pay for additional inspections** if they believe the quality of their service has improved
- Finding a better way of **regulating supported living schemes**
- Potential use of **mystery shoppers and hidden cameras** to monitor care

Engagement with you and others



➤ **Open and inclusive engagement with people from October 2013 to Spring 2014 so they **shape and improve the new approach**:**

- Co-production group and smaller working groups on particular aspects of work
- Six week cycle of development and engagement
- Round table events and workshops on specific topics and issues
- On line forums and discussions, surveys and social media
- Events and workshops on regulatory approach, standards, ratings
- Public focus groups and engagement through our network of local groups, including Local Healthwatch

Timelines



**Oct 2013 –
March 2014**

Co-production and development to shape consultation proposals

**March
2014**

Consultation on regulatory approach, ratings and guidance

**March –
May 2014**

Wave 1 pilot inspections

**June
2014**

Evaluation; guidance and standards refined

**July –
Sept 2014**

Wave 2 pilot inspections and initial ratings of some services

**Oct
2014**

New approach fully implemented and indicative ratings confirmed

**March
2016**

Every adult social care service rated

The Mum Test



Is it good enough for my Mum?