The Role and Remit of CQC in ICS and Local Authority Assessments

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Care Quality Commission

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

Unique oversight of care

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

23,215 adult social care services
138 NHS acute hospital trusts
294 independent acute hospitals
83 community health providers or locations
10 NHS ambulance trusts
129 independent ambulance services
199 hospices
49 NHS mental health trusts
227 independent mental health locations
10,944 dental practices
6,430 GP practices
165 urgent care and out-of-hours

New powers

CQC has new roles:

- The Health and Care Act gives CQC a role in reviewing **integrated care systems**
- It also gives CQC a new 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 over the last year 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.

A new regulatory model

- A new model to cover our systems and provider work
  - Changing to deliver more effective regulation
  - How are systems improving outcomes for people and reducing inequalities in their care?
  - Single assessment framework

What difference will this make to people?

- Peoples' voices heard and represented
- Independent assurance
- Reducing inequalities
- Holding to account and escalating concerns
- Focused on learning and improvement
- Informing the national picture

The framework for ICS/LA

Evidence for assessments

- People’s experience
- Feedback from partners
- Feedback from staff and leaders
- Observation
- Processes
- Outcomes and performance data

‘I’ statement: When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.

‘We/quality’ statement: We work in partnership with others to establish and maintain safe systems of care in which people's safety is managed, monitored and assured, especially when they move between different services.

CQC scope: local authorities

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

Theme 1: Working with people	Theme 2: Providing support	Theme 3: Ensuring safety	Theme 4: Leadership and workforce
• Assessing needs • Supporting people to live healthier lives	• Care provision, integration and continuity • Partnerships and communities	• Safe systems, pathways and transitions • Safeguarding	• Governance, management and sustainability • Learning, improvement and innovation

Proposed quality statement themes: Integrated Care Systems

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 & Inclusion

Integration

- Safe systems, pathways and transitions
- Care provision, integration & 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

Stakeholder survey

- 10 online surveys – quality statements, evidence categories, reporting and outputs, general feedback
- Shared through our channels, supported by partners
- Insight to inform methodology development, communications and engagement

What we've heard so far

We've heard a number of themes coming through our engagement to date, which include:

- Partnership working
- Skills and capability
- Understanding systems
- Quality statements
- Addressing inequalities
- Ratings
- Data
- Proportionate regulation
- Interaction with provider ratings

Next steps 2022/23

- Continue internal and external engagement.
- Further development, system building, recruitment.
- Review relationship management and supporting improvement.
- Aiming to start reviews from April 2023.
- Baseline assessments.

Provider Bulletin

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

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