

An update from CQC



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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



- Although we have paused our routine inspections, our regulatory role and core purpose of keeping people safe has not changed – safety is still our priority
- We have developed an emergency support framework which we will follow during the pandemic
- We will use this emergency approach in all health and social care settings registered with CQC during the pandemic, and for a period afterwards
- Our emergency support framework is not an inspection, and we are not rating performance
- This is a flexible process which we'll improve as we learn and through feedback from you and others

Our interim approach



Our interim approach has a number of elements:

- using and sharing information to target support where it's needed most
- having open and honest conversations
- taking action to keep people safe and to protect people's human rights
- capturing and sharing what we do.

Monitoring information through new and existing sources



Through the emergency support framework, we are collecting data from our usual sources, feedback from public and care staff, and new sources.

Those sources could be:

- 'Update CQC on the impact of COVID-19' daily online form for homecare providers
- statutory notifications
- safeguarding incidents
- information we receive from people who use services
- the public
- give feedback on care
- and other external data sources

We are specifically increasing our efforts to encourage the public and service users to give feedback on their care.

Using information to prioritise contact with a provider



The information we receive, helps us to decide whether or not to contact a provider, and to prioritise support calls.

As we continue to monitor and engage, a service with a higher risk level will have more contact from their inspector, and will continue to until the emergency period is over. This approach means we're able to target our support and action most effectively.

Having open and honest conversations with providers



The conversation will focus on four areas:

- safe care and treatment
- staffing arrangements
- protection from abuse
- assurance processes, monitoring, and risk management

The inspector can then:

- point to relevant sources of support, information, and advice
- share good practice and innovative ways services are managing
- Be aware of urgent concerns
- This is a two way conversation.

Sending a summary record to providers



The inspector will make notes during the call and will summarise the conversation, which will be emailed in a PDF format.

This is not an inspection and we will not publish this summary on our website.



Taking action to keep people safe and protect their human rights



Information from calls forms a view as to whether a service is:

- managing, or
- needs support

If we have concerns, we either:

- provide additional sources of support
- arrange a follow-up call
- carefully assess regulatory action through use of inspection and enforcement processes



Sharing what we do



We will be open and transparent about our approach.

We will share information on decisions as part of this process and information gathered through this emergency approach to help support the wider health and social care system to respond to issues and help providers to keep people safe.

Sharing insight, asking questions, encouraging collaboration



On the 19 May, we published the first of what will be a regular series of insight documents intended to highlight COVID-19 related pressures on the sectors that CQC regulates.

This document draws on information gathered through direct feedback from staff and people receiving care, our new regular data collection from services who provide care for people in their own homes, and insight from our regular conversations with providers and partners.

What you send to us is helping us locally and nationally, to identify trends and key themes.

Link below, updated fortnightly.



Give feedback on care



It is more vital than ever that we hear people's experiences of care during the COVID-19 emergency, and we have seen a significant drop in people using our [Give feedback on care](#) service.

From June, we'll be launching a public campaign as part of our Emergency Support Framework to encourage people to feedback on care, working with Healthwatch, Experts by Experience, people who use services and voluntary and community organisations.

We want to encourage people who use services and those working in health and care to report poor care to give us their insight into what people are actually experiencing during this time. We want to hear about good care too so we can celebrate it and share good practice.

Supporting you to support others



Who can I contact?

NCSC call centre on:
03000 616161

Further information:

<https://www.cqc.org.uk/guidance-providers/how-we-inspect-regulate/emergency-support-framework-what-expect>

Thank you and any questions?



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