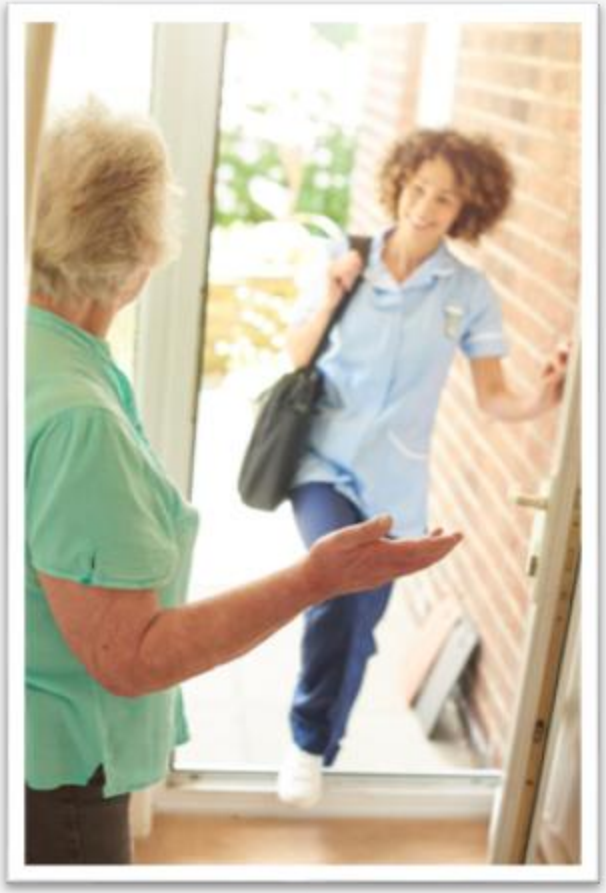


# Adult Social Care (ASC) Trade Association meeting

## Wednesday 9 April 2025
## 9.30am – 10.30

# Welcome, introductions and housekeeping

Rob Assall
Director of Operations, London and East Network

# Brief updates

- Professor Sir Mike Richards is our new Chair
- New blog from Sir Julian Hartley on our progress
- ICS assessment pause continues
- CQC's Community mental health survey 2024
- Next steps on the CQC Way
- Roadshows – starting soon

# Assessments update

- Since the launch of the Assessment Framework, **2391** ASC assessments have been completed. **624** were comprehensive, **1769** targeted. A further **643** assessments are in progress.
- Of these, **1630** are Care Homes, **663** Homecare, **3** Shared Lives, and **97** Supported Living.
- The most common quality statements reviewed are '**safe and effective staffing**', '**involving people to manage risks**', and '**safeguarding**'.
- An average of **18.4** quality statements are reviewed per assessment.

Figures as at **07/04/2025 - dates between 01/11/2023 –06/04/2025**

# Reviewing our assessment framework and approach

Dave James
Deputy Director of Regulatory Model and Governance

# Context (1)

- Reports from **Dash, Richards, and the CPA**, along with insights from **CQC colleagues, providers, people who use services and other stakeholders**, identified **key areas for improvement** in the assessment approach we rolled out in late 2023.

## Context (2)



- Changes will have **significant impact** on IT systems, particularly the Regulatory Platform
- Duty to consult on significant changes – **consultation in Autumn 2025**
- Insight gathered from the **CQC Way** is providing **valuable evidence** for our work

## Workstreams



- **1: Our Overarching Regulatory Model**
- **2: The Assessment Framework Content**
- **3: Our Approach to Making Judgements and Ratings**
- 4: Developing Testing Scenarios
- 5: Developing the Equality Impact Assessment
- **6: Sector, Services, and Topic Guidance**

# Our Overarching Regulatory Model



**Why:**

- Clarify what our regulatory model needs to achieve, building on CQC Way

**What this will cover:**

- **Strategic and policy questions** driving our model
- Components of **good regulation** (evidence base)
- Focus on **risk** vs. **looking for 'good'**
- Role of **assessment framework** and **regulations**

# Assessment Framework Structure & Content



**Why:**

- Clarify and simplify the framework content, ensure we can **differentiate** by sector.

**What this will cover:**

- **Structure:** Can the framework be applied flexibly to sectors – at what level do we differentiate?
- **Content:** Merge quality statements; improve wording
- **Guidance:** Develop ratings characteristics; make relationship between regulations and quality statements more explicit.

# Our Approach to Making Judgements and Ratings



**Why:**

- Address issues with **old ratings** and with our existing **aggregation model**
- Deliver a model that supports **up to date ratings**

**What this will cover:**

- Explore **optimal level for judgments**
- Revisit **scoring role/approach**
- Support **differentiated** use of framework
- Publish **inspection frequencies**

# Sector, Services, and Topic Guidance



**Why:**

- Provide **detailed guidance** on framework application.

**What this will cover:**

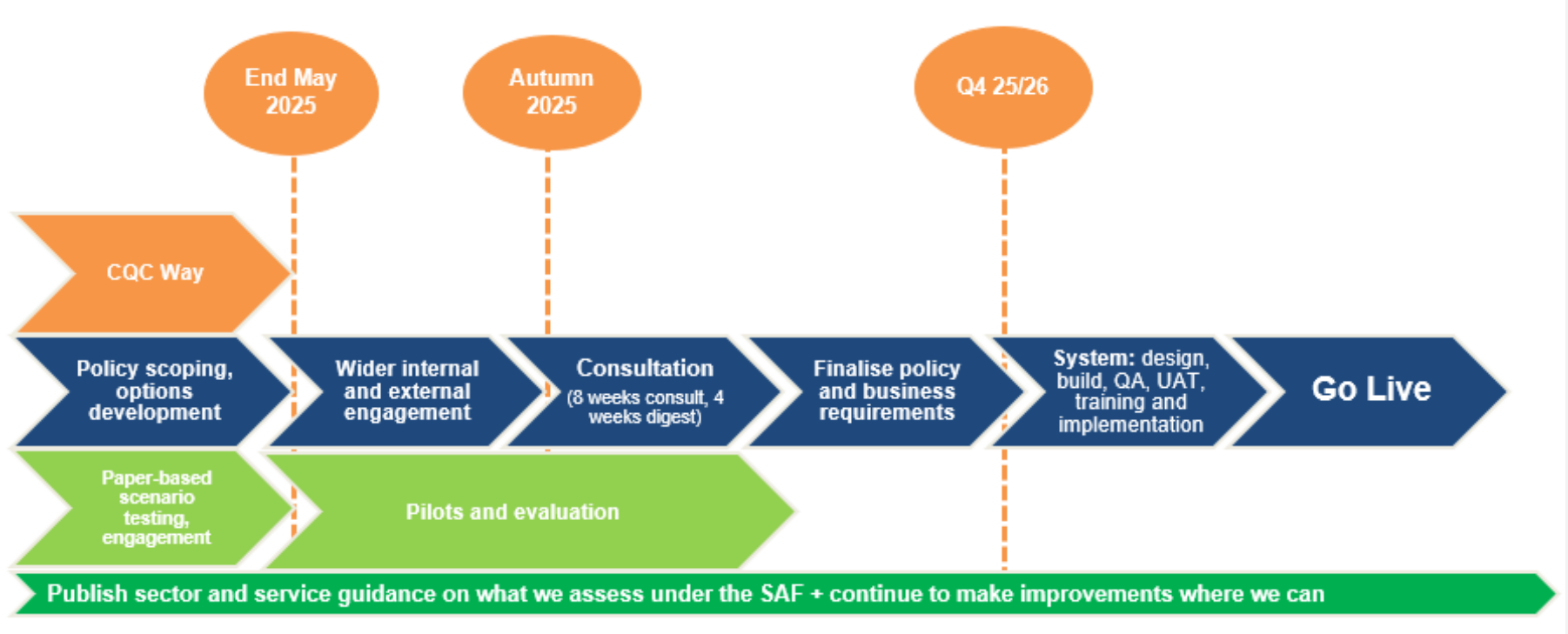
- Co-designed guidance at **service and topic level**
- Key **evidence** and links to **best practice**
- **Prompts** for assessment
- Published **externally** in provider handbook

# Interim Changes



- We are **exploring** what we can do in the interim **ahead of wider consultation**
- Need to balance **impact, benefits and risks** of any interim change with **other urgent improvements** we need to make
- We **will share more** if we identify feasible opportunities for improvement

# High level timeline for implementing a revised assessment model



# Designing the CQC Provider Handbook

Vicki Johnson
Lead User Researcher

# Introduction




**to those who have contributed so far!**

**Overall Aim**: to co-design an updated provider handbook with providers, staff and other stakeholders.

Co-design is about you feeding back, in order for us to pull together a solution that works for all.

# Progress Thus Far (1)

**Engagement**

- Provider and staff surveys about handbook requirements/priorities
- Regular stakeholder meetings
- Tailored workshops with providers
- Staff workshops arranged per ops sector
- Emails containing feedback
- Findings from events
- External reports (Care Provider Alliance, DASH, Mike Richards, Peter Gill)

All identified key areas for improvement relating to our approach, technology and guidance

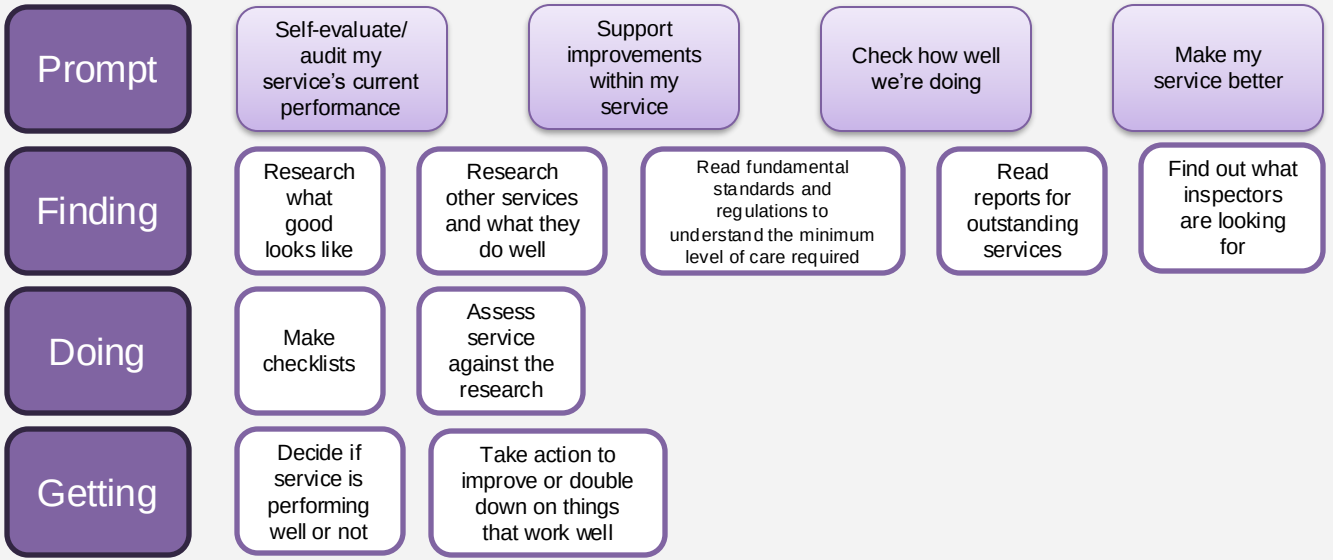
**Around 2000 people have contributed so far**

# Progress Thus Far (2)

**Analysis**

- Collated all feedback
- Looking for themes within the feedback to find:
    - Concerns raised the most
    - Issues that have the largest impact
    - Needs of providers and CQC colleagues
    - Suggestions for improvement
- Presented these themes to our Handbook Design Team
    - Confirmed areas that would sit within the handbook
    - Discussed how we could join up guidance from the handbook elsewhere (ongoing)

# Progress – step-by-step for assessment




**Our content team**

- Put together "user needs"
- Compared against the overall findings to establish gaps e.g. a checklist of how to prep for an inspection.
- This has given us our draft structure for assessment step-by-step

# Next steps

- Pull together the content least likely to change
- Edit it based on the requirements identified so far
- Share with providers and colleagues for further feedback and refinement
- Further engagement to consider what we propose on our consultation

**Any feedback on the document? Head over to our EasyRetro board**

# AOB

# Next meeting

- Our next meeting will be on Wednesday 30 April 2025, via Teams
- If you have any specific requests for agenda items, please let us know.