



Adult Social Care (ASC) Trade Association meeting

**Wednesday 24 April 2024.
10am – 12pm**

Welcome and updates

Mary Cridge, Director of Adult Social Care

Welcome and updates

- Blue Light Card scheme extended to ASC providers

Current issues – feedback

Mary Cridge, Director of Adult Social Care

Assessments update

Sheila Grant

Assessments update

- Since the launch of the Single Assessment Framework, **214** ASC assessments have been completed and a further **28** are due to be published imminently.
- A further **808** assessments are in progress.
- The most common quality statements reviewed are 'safe and effective staffing', 'involving people to manage risks', and 'safeguarding'

Figures as at **17/04/2024** - dates between **01/11/2023 – 17/04/2024**

Short comfort break

ICS engagement and health inequalities improvement framework

Tracey Halladay and Grace Evans

Background

- Grant of £635,394 awarded to CQC via the Regulators' Pioneer Fund (RPF)
- A grant-based fund to enable UK regulators and local authorities to help create a UK regulatory environment that encourages business innovation and investment. Currently being delivered by the Department for Science, Innovation and Technology (DSIT)
- Funding from 1 September 2023 until 28 February 2025

Context

To be effective, ICSs must understand the health and care needs and experiences of people and communities, including those of people more likely to experience poorer care and inequalities, and to reduce health and care inequalities.

This requirement aligns with the government's Levelling Up agenda and CQC's strategic ambitions to deliver regulation driven by people's experiences and needs and to reduce inequalities.

Project Objectives

1. To develop an improvement framework for ICSs that provides consistent, rigorous measurement of ICS performance in engaging with people and communities to reduce health inequalities
2. To build support for ICSs to adopt this framework
3. For CQC to better understand how ICSs are assessing their own performance in understanding the health and care needs of their population and addressing health inequalities

Rationale

The framework will help ICS achieve their objectives to:

1. improve outcomes in population health and healthcare
 2. tackle inequalities in outcomes, experience and access
 3. achieve their strategic ambitions linked to their ICS People and Communities Strategies
- Links to CQC's new responsibilities in assessing ICS performance
 - CQC's State of Care reporting findings – focus on inequalities

Project Team

CQC team working with external partners to deliver the project:

- **Point of Care Foundation** – responsible for developing framework and testing with ICS
- **National Voices** – responsible for co-design of framework with key population groups

Our approach

- Identify **innovative and creative approaches** in measuring success in understanding and responding to health and care needs of people more likely to experience poorer care and inequalities
- Work collaboratively with research, system and VCS partners to **co-design and test** the framework for measuring the impact of approaches on inequalities
- **Develop, test and promote** a suite of associated guidance, learning products and activities

Methodology

1. Identify best practice
2. Project underpinned by co-design:
 - Supported by Co-design Expert Advisory Group and External Stakeholder Forum
 - Co-design events/ workshops – to develop and explore framework design
3. Stakeholder engagement and interviews
4. Testing prototype framework and guidance using participatory action research with ICS and supported by VCSE organisations

Timescales

Progress to date:

- Project start and set up at CQC
- Procurement of external partners and development of project plans
- Partners commence (Feb 2024)
- Identifying best practice – rapid evidence assessment
- Establishing External Advisory Group and Stakeholder Forum

Planning for:

- **Apr - June 24**: Co-design framework domains; stakeholder interviews; develop testing method
- July 24 – Oct 24: Co-design framework and guidance; starting testing approach with ICS
- Oct 24 - Dec 24: Finalising framework and guidance
- Jan 25 – Feb 25: Launching framework and guidance with dissemination activities

Any questions?

Contact the CQC team:
ICShealthinequalities@cqc.org.uk

Reviewing and refreshing CQC's culture

Shelley Hallam, Academy Learning
Consultant, CQC

Why are we revisiting our values?

- Our current values, **Excellence**, **Caring**, **Integrity**, and **Teamwork** have internally served us well, but it's been 10 years since we last reviewed them.
- We are keen to gain the views and suggestions of our external partners and stakeholders.
- We aim to have a set of values that are the foundation for our relationships and how we work both within and externally.



Current Values

- **Excellence:**

- we are inspired by the impact that CQC can have across all areas of its work and are ambitious for ourselves and for people who use services
- we do the right things, in the right way, at the right time to enable us to have the greatest impact in our work
- we are disciplined in our application of managerial best practice, to ensure we are well run, economic and efficient
- we are curious, always look for best practice and improvements in our ways of doing things and never settle for second best
- we are open to constructive challenge to enable us to learn from our mistakes and we agree stretching goals in our shared drive to be a high performing organisation.



Current Values

- Caring:
 - we are passionate about making a positive difference because we care about people
 - we are driven by the needs of people who use services, people who work across the Health and Social care landscape and our people
 - we care about each and every person, and we are thoughtful about the impact we can make as individuals and as an organisation
 - it is important to us that we are approachable, so we are thoughtful and kind as we interact with each other, and others
 - we respect the views and ideas of everyone, and value difference in all our interactions
 - our work is underpinned by a desire to treat everyone with dignity and respect

Current Values

- Integrity:
 - we demonstrate the highest ethical and moral standards which instils trust in what we do
 - we are courageous, even when it is hard, so we don't compromise on ensuring we do the right thing for people who use services, and for each other
 - we are clear about what we will do and how we will do it, and take responsibility for our actions
 - we are open, honest and transparent in all our work
 - we are objective and free from bias to ensure that our judgements are viewed as ethical, fair and driven by a passion for doing the right thing.



Current Values

- Teamwork:
 - we accomplish so much more by working together and with others
 - we are driven to achieve for our teams, for CQC, and for stakeholders
 - we motivate, encourage and support each other to reach common goals, and we share our achievements with others
 - we work collaboratively with each other and partners to create solutions for the benefit of people who use services
 - we recognise the strengths of others and look for ways to complement them
 - we learn from each other to enable us to be the best we can be.

Questions

What are your observations or thoughts on our current values?

Do you have examples of seeing these in action or where they are not applied?

Do you feel that they need to change and what would be your suggestions for future values?

Any other business?

Next meeting

Wednesday 29 May 2024
10am to 12 noon via Teams