





Adult social care trade associations meeting

Date	Wednesday 28 February 2024. 11am – 3pm	2 Redman Place, Stratford, London
Attendees	<p>Trade associations:</p> <p>Cathy McSweeney (CMcS) – Shared Lives Plus Charlotte Lezard (CL) – Care England Duncan Tree (DT) – Association of Mental Health Providers James Creegan (JC) – Care Association Alliance (north) Joyce Pinfield (JP) – National Care Association Mary Anson (MA) – Care Association Alliance (south) Peter Webb (PW) – Care Association Alliance (London) Terry Donohoe (TD) – Home Care Association Zoe Fry (ZF) – The Outstanding Society Sarina Kiayani (SK) – Associated Retirement Community Operators</p> <p>Apologies received:</p> <p>Amrit Sumal – National Care Association Masline Chitura – Social Care Nurses Advisory Council Liz Jones – National Care Forum</p>	<p>CQC: Chair: Deanna Westwood (DW), Director of Operations, South Network</p> <p>Mary Cridge (MC) – Director of Adult Social Care Sariat Olatunji (SO) – Regulatory Policy Manager Sheila Grant (SG) – Deputy Director, North Network</p> <p>Chris McCann (CMc) – Healthwatch England</p> <p>Amanda Partington-Todd (APT) – Deputy Director of Adult Ayse Sema (ASe) – Senior Engagement & Communications Engagement Officer Jeanette Blackburn (JB) – Regulatory Policy Manager Lorraine Tedeschini (LT) – Network Director Ciara O’Kane (CO’K) – SpA: Environmental Sustainability, Operations Lizzie Hardy (LH) – Comms and Engagement Manager Samuel Wallace (SW) – Provider Engagement Lead</p> <p>Apologies received:</p> <p>Dave James – Head of Adult Social Care Policy Rob Assall - Network Director London and East Amanda Stride – Deputy Director LA Assurance</p>

Agenda item	Lead
<p>Welcome, introductions and updates</p> <ul style="list-style-type: none"> We have launched our new public campaign – Share for Better Care Ian Trenholm has blogged about how we're using provider feedback in our approach. Please do share the blog with your members. We really appreciate your ongoing engagement and feedback with us DW went through the action log and gave members an update on the outcomes. 	<p>Deanna Westwood, Director of Operations, South Network</p>
<p>Reflections on last month's face-to-face meeting</p> <p>Please refer to slide 6.</p> <p>Trade members had positive feedback on February's in person meeting.</p> <p>Future face to face meetings; we are currently exploring two per year with September being the next session.</p> <p>MC: We try to ensure that any items which require pre-reading or preparation are shared in advance. We will, however, try to share a draft presentation before the meeting if possible. The caveat there is that the presentation may change and only the presentation slides shared after the meeting may be used in onward communications.</p> <p>We will also try and include more detail in the agenda so that if a presentation deck isn't shared in advance there is still enough information about the content of the session for members to form questions in advance.</p> <p>Next steps following Dementia Strategy discussion</p> <p>APT: Following from the in-person meeting, we have attached to these minutes a summary of the themes and key issues that came up during the breakout sessions on our dementia strategy work. Alongside with some additional questions that we want you to circulate to your members, to help inform the strategy.</p> <p>At a future ASC trade meeting we would like to inform you on how the strategy is progressing.</p>	<p>Mary Cridge, Director of Adult Social Care</p>
<p>Healthwatch England and adult social care</p> <p>CMc updated on the role of Healthwatch England – what they do and why they do it. Alongside the importance of gathering people's experience of adult social care.</p>	<p>Chris McCann, Healthwatch England</p>

<p>DT expressed not enough people being aware of their rights and MA shared how increasingly difficult it is for people to access continuing healthcare funding and funded nursing care.</p> <p>CMc emphasised that they take both volunteers and staffing very seriously and Healthwatch are recruiting volunteers that a representative of your local population.</p>	
<p>Factual accuracy process</p> <p>Please refer to slide 10 – 13.</p> <p>PW: If providers have ten working days to respond, is the same time frame to be applied to CQC responses?</p> <p>SO: Not necessarily. E.g., If it is a lengthy response that comes back to us, that might involve, several members of an inspection of assessment team feeding into, to response to and to update the report. It might take longer than 10 days. We do have internal key performance indicators that we try to stick with to ensure that we publish our reports as promptly as possible and that applies to from the time we start assessment of publication.</p> <p>Trades members raised questions regarding the portal, please see here for the latest update on the new portal.</p> <p>MA: Can you explain the character limit, which many are saying is too limiting.</p> <p>SO: there is an opportunity for providers to upload additional information which is not as limited.</p>	<p>Sariat Olatunji, Regulatory Policy Manager</p>
<p>Assessments update</p> <p>Please refer to slides 14 – 17</p> <p>The CQC website homepage contains a link to most recent reports (Please scroll down and on the left-hand side of the page you will see the latest ratings, as shown below. You will be able to click on those individual hyperlinks to view the reports e.g. click on outstanding it will take you to this page).</p>	<p>Sheila Grant, Deputy Director, North Network</p>

<h2>Our latest ratings</h2> <p>We rate services on a 4-point scale. Check our ratings from the past month.</p> <ul style="list-style-type: none">  11 Outstanding  156 Good  94 Requires improvement  36 Inadequate 		
<h3>Any other business</h3> <p>None raised.</p>		Deanna Westwood, Director of Operations, South Network
<p>Close</p> <p>Next ASC Trade Association meeting is on Wednesday 24 April 2024 from 10am to noon via Teams</p>		

ACTIONS

Action	Action Owner	Status	Due Date
Conversation at a future meeting about how we can support providers to alert us to their improvement.	CQC	Not started	Update at April meeting
General agenda item on the experiences of people and providers with the implementation of the National Partnership Agreement: Right Care, Right Person (RCRP) - GOV.UK (www.gov.uk)	Lizzie Hardy	Chris Dzikiti will be presenting on this at the May meeting	29/05/2024
LJ to pose hypotheses of what data would be useful for CQC colleagues to explore making this available via data dashboards.	Liz Jones	<i>Pending</i>	28/06/2024
Add discussion of Liberty Protection Safeguards (LPS) to future agenda	Lizzie Hardy	In discussion with CQC colleagues	02/08/2024