

Adult social care trade associations meeting

Date	Wednesday 24 April 2024. 10am – 12pm	2 Redman Place, Stratford, London
Attendees	<p>Trade associations:</p> <p>Liz Jones (LJ) – National Care Forum Amrit Sumal (AS) – National Care Association Cathy McSweeney (CMcS) – Shared Lives Plus George Appleton (GA) – Care England Jan Burns (JBU) – The National Dignity Council James Creegan (JC) – Care Association Alliance (north) Masline Chitura (MCh) – Social Care Nurses Advisory Council Mary Anson (MA) – Care Association Alliance (south) Michael Kazich (MK) – Shared Lives Plus</p> <p>Apologies received:</p> <p>Kathy Roberts – Association of Mental Health Providers (AMHP) Terry Donohoe – Homecare Association Sonia Pritchard – The Outstanding Society Sarina Kiayani – ARCOUK</p>	<p>CQC: Chair: Mary Cridge (MC) – Director of Adult Social Care Sheila Grant (SG) – Deputy Director, North Network David James (DJ) – Head of ASC Policy Shelley Hallam (SH) – Academy Learning Consultant, CQC Sara Haddon (SHa) – Organisation Development Advisor, CQC Tracey Halladay (TH) – Senior Specialist, CQC Grace Evans (GE) – Communications and Engagement Manager, CQC James Bullion (JB) – Chief Inspector of Adult Social Care and Integrated Care Amanda Partington-Todd (APT) – Deputy Director of Adult Dave James – Head of Adult Social Care Policy Jeanette Blackburn (JBI) – Regulatory Policy Manager Lorraine Tedeschini (LT) – Network Director, Midlands Lizzie Hardy (LH) – Communications and Engagement Manager, CQC</p> <p>Apologies received: Ann Ford – Director of Operations Network – North Deanna Westwood – Director of Operations Network - South</p>

Agenda item	Lead
<p>Welcome, introductions and updates</p> <p>MC: The Blue Light Card scheme has been extended to ASC providers. https://www.bluelightcard.co.uk/?utm_source=trustsandservices&utm_medium=socialcare&utm_campaign=ascproviders</p> <p>Blue Light Card is the UK's largest discount provider for the NHS, emergency services and social care sector – giving members access to unrivalled savings and exclusive experiences. There are thousands of discounts available online and in-store, plus access to rewards including free event tickets, reduced priced cinema tickets, and member-only events at attractions across the UK. More information: https://www.bluelightcard.co.uk/?utm_source=trustsandservices&utm_medium=socialcare&utm_campaign=ascproviders</p>	<p>Mary Cridge, Director of Adult Social Care</p>
<p>Current issues – discussion time</p> <p>JB acknowledged the concerns being raised regarding by providers, specifically around the portal and aged ratings. He explained that:</p> <ul style="list-style-type: none"> • Details of frequency of planned assessments and prediction of when all services will have been inspected was on track for sharing in the summer (June/July). • We are on track to move away from risk-based inspections and towards planned assessments. • We are actively reviewing, and will aim to amend our relationship owner approach. <p>Questions followed:</p> <p>AS: members are keen to understand timelines. JB: Internal targets are being tested at present. We're being cautious but are testing our approach and will communicate when we can to providers via bulletins and trade associations in or before July.</p> <p>We started inspecting on frequency as well as risk in early April, also to seek outstanding. Operations colleagues have been told that where a service has an RI area they must check it when they assess. Performance targets etc. will be shared in July.</p> <p>LJ:</p> <ul style="list-style-type: none"> • Practical consequences of the portal issues are live issues. There's frustration that BAU is being impacted with delays to registration for new services etc. What workarounds are there? People not getting response to issues they're logging. • They had not picked up on the shift in advising inspectors at the beginning of April to move away from risk-only assessments. • NCF offering to look at ways of supporting providers in curating evidence to share with inspectors. 	<p>James Bullion, Chief Inspector of Adult Social Care and Integrated Care</p>

<ul style="list-style-type: none"> • There needs to be improvement in communication to providers. These issues are challenging the credibility of the regulator. QS are a great improvement, but implementation is at risk of undermining that. <p>JB thanked LJ for her comments. The blog by Ian Trenholm shared at the end of March spoke to how we are gathering and acting on feedback. We will look at other ways we can share updated communications which give live updates of progress. JB also acknowledged the frustration of the portal not working properly. We are working at pace to remedy the issues and will keep providers informed of progress.</p> <p>JC:</p> <ul style="list-style-type: none"> • Funding issues and what role will CQC take in that regarding LAAs? • National minimum wage has gone up by 9.8% but some commissioning uplifts are more like 3%. • System seems to think that it's acceptable to pay the lowest wages to people doing skilled and challenging jobs. • What will CQC do to support this? CQC has a role, providers want quality services and need therefore to offer proper wages. • How can we sustain the social care world on no money? <p>JB: Our systems work looks at the intentions of councils and LAs regarding commissioning. We can't look at contracts, but we can comment on the implementation of the Care Act and the impact of their actions. This is a priority of the Minister. In addition, CQC's Market Oversight team are now engaging with LAs in a way we haven't before to really try to both understand and point out the impact of market failure risk. We have a statutory obligation to give an oversight. We cannot intervene, but we can point out issues and risks.</p> <p>JC: Fair cost of care - is any LA paying it? Important that this messaging comes from the regulator.</p>	
<p>Assessments update</p> <p>Please refer to slide 6.</p> <p>LJ: is there an update on the point in the assessment process at which you think more quality statements are being looked at than legacy evidence? SG and LH will take this to our analysts and come back to the meeting with more information.</p> <p>LJ: has anything changed in the guidance to inspectors following feedback in February about ways to make the provider's experience less stressful? SG: Will check with colleagues.</p>	<p>Sheila Grant, Deputy Director, North Network</p>

<p>MC: We will commit to communicate those suggestions internally and feed back to the meeting about any changes.</p>	
<p>ICS engagement and health inequalities improvement framework</p> <p>Please refer to slides 9 – 17. Questions followed:</p> <p>LJ: how is the care provider sector heard on this? Care Provider Alliance and CAA offered their help</p> <p>GE: When we're engaging with ICS to help shape the project, we've asked that there's someone from the local authority or public health able to come along as well. This is to enable a holistic view, but we definitely take on board the care provider point. It is something we've been discussing as well.</p> <p>TH and GE to come back in the autumn for an update on the project and to let the meeting know before then how the voice of care providers will be included.</p> <p>For any further questions, please contact the CQC team: ICShealthinequalities@cqc.org.uk</p>	<p>Tracey Halladay and Grace Evans</p>
<p>Reviewing and refreshing CQC's culture</p> <p>Please refer to slides 19 – 24.</p> <p>The discussion was noted and will be fed into the overarching culture change work.</p> <p>LJ: Integrity, teamwork, caring and value good service</p> <p>MA: How do you ensure that the organisation values are truly adopted, going to be adopted by individual people, inspectors within your workforce?</p> <p>SH: This is phase one is revisiting the values in terms of our cultural plan, it will be then about embedding them, and we've got a full plan of looking at where are the opportunities and the good places structurally to put in rewarding where these values are being lived. Therefore it's part of the overall cultural plan which will consist of rewards, recognitions, one to ones and performance. The plan will look at how we can embed these and in terms of your specific question about inspectors, that will be part of their ongoing feedback with teams and managers</p>	<p>Shelley Hallam, Academy Learning Consultant, CQC</p>

<p>MA: Does that mean you will have a feedback mechanism that can be anonymized so that managers who feel destroyed by an individual inspector have somewhere to go without fear of future retribution from that same inspector?</p> <p>MC: It's already possible to give feedback to us about concerns regarding any behaviour, whether it's on the phone or at present in a service and this will remain. We have a well-established complaints procedure. Anonymous complaints are frustrating in that that you can't get back to people to get more information or follow-up on a concern.</p> <p>AS: positive feedback on the values but disagrees about the integrity element topic, picking up on what MA has said about the objectivity and being free from bias.</p> <p>MC: Our new framework means we're able to track a single quality statement across the assessment landscape and review it in terms of the scores and ratings – outliers and anomalies will be easier to find. We want consistent judgements and positive experiences. But you're right, the way we build these is important as we have those mechanisms too.</p>	
<p>Any other business</p> <p>JBu: Dignity event via Zoom on 23 May 2024 at 1pm, "Making the invisible visible". The event will consist of looking at diversity, making the invisible visible and we're looking at people who have older people looking after older people who haven't got children. A gentleman will be talking about his colleague who is LGBT, who has dementia and how he's been able to work with that person with his care needs. And then finally, a person who is trans, who has transitioned at an older age.</p> <p>AS: Is there a go-to person since Alison Murray's retirement?</p> <p>APT: The point of contact will be shared in the near future but for now please feel free to reach out to Mary Cridge and Amanda Partington Todd via providerengagement@cqc.org.uk for any queries.</p>	<p>Mary Cridge, Director of Adult Social Care</p>
<p>Close</p> <p>Next ASC Trade Association meeting is on Wednesday 29 May 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	Pending	Update at May meeting

Update meeting on how ICS project is involving the voice of care providers	Grace Evans, CQC	Not started	Update at July meeting
Assessment run-rate – when will most assessments use new rather than legacy evidence?	CQC – Sheila Grant and Lizzie Hardy	In progress	Update at June 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	Pending	28/06/2024
Add discussion of Liberty Protection Safeguards (LPS) to future agenda	Lizzie Hardy	In discussion with CQC colleagues	02/08/2024