

Adult social care trade associations meeting

Date	Wednesday 26 June 2024 10am – 11am	
Attendees	<p>Trade associations:</p> <p>Liz Jones (LJ) – National Care Forum Amrit Sumal (AS) – National Care Association Cathy McSweeney (CMcS) – Shared Lives Plus Jan Burns (JBU) – The National Dignity Council Michael Kazich (MK) – Shared Lives Plus Ioan Bishop (IB) – Care England Duncan Tree (DT) – Association of Mental Health Providers Sarina Kiayani (SK) – Associated Retirement Community Operators Ruth French (RF) – The Outstanding Society Clive Parry (CP) – Association for Real Change Mary Anson (MA) – Care Association Alliance (South)</p> <p>Apologies received: Charlotte Lezard (CL) – Care England Terry Donohoe (TD) – Homecare Association Peter Webb (PW) – Care Association Alliance (London)</p>	<p>CQC and speakers:</p> <p>Chair: Amanda Partington-Todd (APT) – Deputy Director of Adult Social Care Stefan Kallee (SK) – Deputy Director of Adult Social Care</p> <p>Lizzie Hardy (LH) – Communications and Engagement Manager, CQC</p> <p>Eliza McConnell (EM) – Skills for Care</p> <p>Apologies received: James Bullion – Chief Inspector of Adult Social Care and Integrated Care Mary Cridge – Director of Adult Social Care Sheila Grant – Deputy Director, North Network Rob Assall – Director of Operations Network - London & East of England 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>Ian Trenholm, CQC's Chief Executive, has announced his intention to step down from his role of Chief Executive and as a Board member at the end of June 2024. Kate Terroni, CQC's Deputy Chief Executive and previously Chief Inspector of Adult Social Care, will be appointed as Interim Chief Executive. A permanent appointment will be made in due course.</p> <p>Stefan Kallee was welcomed, who's joined the team as Deputy Director of Adult Social Care.</p> <p><i>Finance transformation.</i></p> <p>We've improved how providers interact with our finance teams and pay their fees. The team managing enquiries has changed from NHS Shared Business Services to an in-house CQC team. This means we're able to better support providers' enquiries about their fees. We're improving our paperwork, presenting more detail on invoices and other communications so that providers understand more clearly what they owe to whom and by when. More details of fees and how to contact the team at cqc.org.uk/fees</p> <p><i>PIR update</i></p> <p>We're undertaking work to update the Provider Information Return. It's in development now and we will look to share our thinking around it at the next meeting. The current set of questions in the PIR have been in place since February 2021. The main objectives of the review will be to ensure that we are reducing burden on providers as much as we can, and to ensure that the PIR meets the requirements of the single assessment framework. We have extended the offer from Trades colleagues to gather feedback from their members on the proposed changes to PIR questions.</p>	<p>Amanda Partington-Todd, Deputy Director of Adult Social Care</p>
<p>Skills for Care Summer update</p> <p>Please refer to slides 4 to 12</p> <p>Any further questions or request for Skills for Care colleagues to attend member events, please email Eliza McConnell.</p>	<p>Eliza McConnell, Skills for Care</p>
<p>Assessments update</p> <p>Please refer to slide 14.</p>	<p>Amanda Partington-Todd, Deputy Director of Adult Social Care</p>

<p>AS expressed concerns from her members regarding draft reports not being published. She was informed this was due to the portal not being ready.</p> <p>Post-meeting note: There has been a technical issue impacting our factual accuracy process and we are working to resolve the issue. This has resulted in a delay to draft reports being sent for a factual accuracy check. We are sorry if this has impacted on you. Rest assured once the issue has been fixed we will progress reports for factual accuracy check. <u>We are hopeful this will be resolved in early July and will update providers when it is fixed.</u> We're committed to producing assessment reports as quickly as possible.</p> <p>RF: is there any reason that the number of the average number of quality statements being reviewed has gone down? Because in our last meeting it was over 12 and it just my impression was that actually more quality statements were going to be reviewed as this process went on rather than fewer.</p> <p>APT: We noted that as well, we've gone back to our performance colleagues to understand why the number is different. We want to make sure is we have an accurate dashboard of the average quality statements that we're reviewing going forward and making sure that those numbers are accurate when we share that.</p>	
<p>Any other business</p> <p>Query from the Care Association Alliance - How long should the wait time be for a satisfactory response to comments and complaints made to CQC?</p> <p>The estimated response time is no longer than 30 working days. The CQC complaints policy is available on our website.</p> <p>SG has passed PW queries to the appropriate team members to action.</p> <p>CAA: Nursing within commissioning</p> <p>MA: There are concerns that people with increasingly complex needs are being placed in residential homes which adds pressure to those homes without registered nurses on their staff. There's a real possibility that there could be an increase in safeguarding alerts in those care homes if looking after someone with higher complex needs. Is there recognition by commissioners of the importance of nursing? Indeed, what is the definition of nursing?</p> <p>APT: We regulate regulated activities and for a nursing home that would predominantly be two regulated activities – accommodation for persons who require nursing or personal care, and the treatment of disease, disorder, or injury. Please see our scope of registration here, which clearly outlines what activities fall within the scope of those two things in a nursing home.</p>	<p>Amanda Partington-Todd, Deputy Director of Adult Social Care</p>

<p>In terms of commissioning services, the local ICS and ICB will determine the level of nursing care a person is eligible for with regards to funded nursing care. CQC doesn't differentiate between the sources of funding. If a residential home with delegated healthcare or a nursing home is registered for those two regulated activities, they can in principle provide those regulated activities. It comes back to a commissioning decision and also individual services around the staffing and skill mix that they have and whether they can feasibly and safely provide that level of care to that individual. It comes back to person-centred planning around what's needed and the skills required to provide that.</p> <p>DT: At a future meeting it would be helpful to look at the extent to which providers of adult social care and support across a range of services and with a range of needs are experiencing an increase in both in acuity and complexity of the people that they're working with. Also, what that means for our current definition of what constitutes a regulated activity and the implications of that both in terms of the cost of the services, the training and support required and the regulatory framework. It's right that we ask whether or not current definitions are fit for purpose and that related regulatory activity and workforce skill sets and investment in that is sufficient because needs it's quite clear that certainly within the mental health social care sector and mental sector that we are seeing an increase in acuity in addition to an increase in prevalence. And that is, as colleagues have suggested, presenting itself in terms of its increased risks and safeguarding issues.</p> <p>RF: Has any thought been given to how effective communication is now between providers and the CQC? Previously a provider had a named inspector and there would be a level of personal communication. This is now missing. Has any thought been given to creating a team email address so we can go to a more local contact?</p> <p>APT: The challenge is that any information we need to know about registered services has to come through a central system for recording purposes, so having local email addresses won't achieve that. However, I would encourage you to contact our NCSC contact centre and ask to be directed to the operations manager of the local team if there's something that needs to be discussed.</p>	
<p>Close</p> <p>Next ASC Trade Association meeting is on Wednesday 31 July 2024 from 10am to noon via Teams</p>	

ACTIONS

Action	Action Owner	Status	Due Date
An update on the provider relationship work at a future meeting	CQC	In progress with colleagues	Update by September meeting

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
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
Environmental Sustainability will be returning in the autumn	April Cole	Pending	30/10/2024