

# Emergency Support Framework webinars

Sue Howard, Deputy Chief  
Inspector for Adult Social Care  
CQC hosted webinar  
*Tuesday 12 May 2020*



# Speakers



## Webinar Presentation Team:

- Sue Howard, Deputy Chief Inspector for Adult Social Care
- David Gledhill, Provider Analytics Manager for Adult Social Care
- Alison Chilton, Inspection Manager for Adult Social Care

## Moderators:

- Jennifer Charlton, Communications and Engagement Manager
- Stephanie Lowe, Provider Engagement Events Officer
- Abigail Walker, Provider Engagement Events Officer

# What will we cover today?

1. Our role and purpose
2. Introduction
3. Our interim approach
4. Break for questions
5. Regulating all sectors
6. Supporting you to support others
7. Stay up to date
8. Q&A

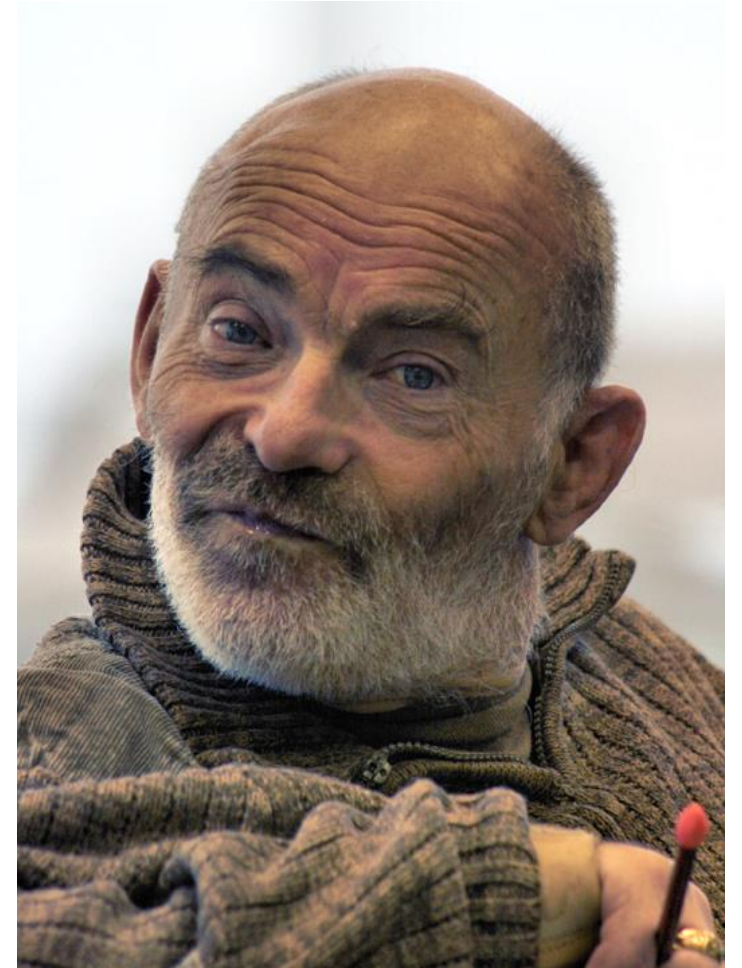


# Our role and purpose

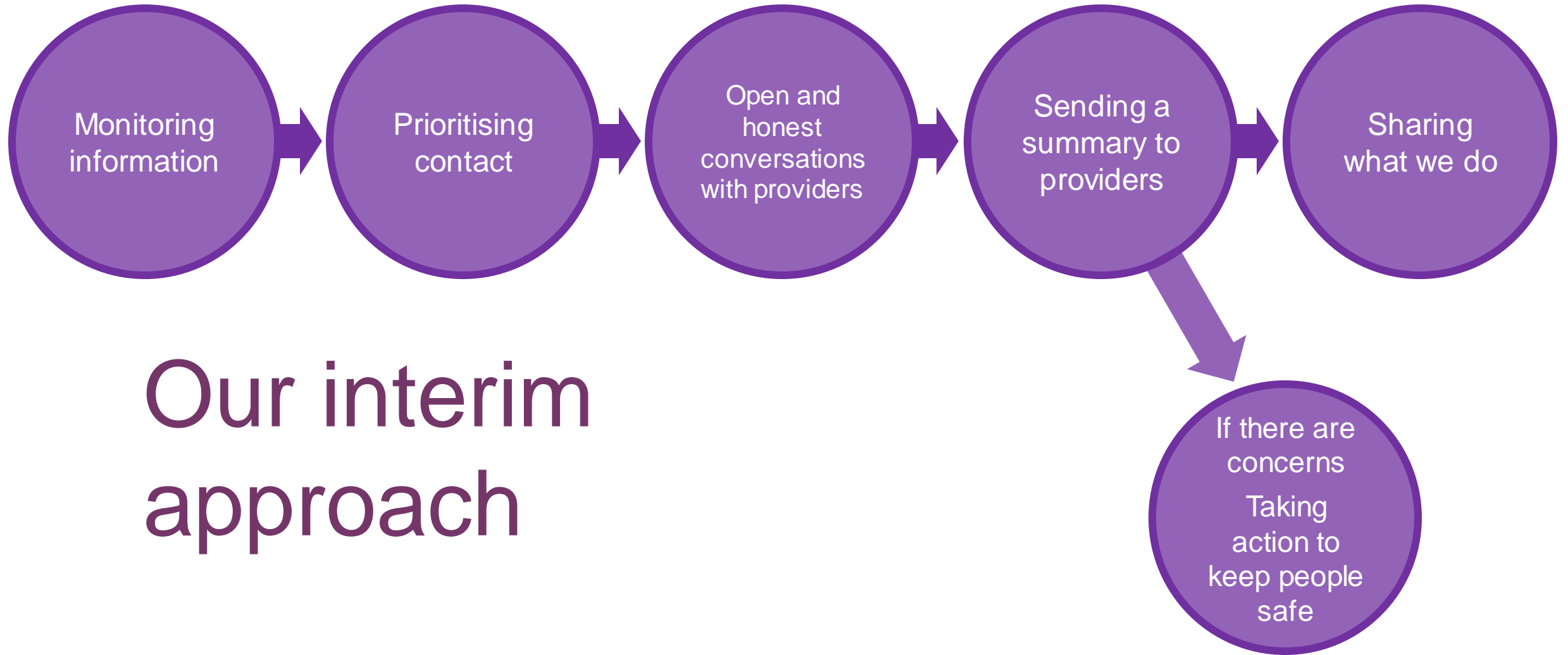


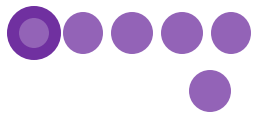
The Care Quality Commission is the independent regulator of health and adult social care in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



- Although we have paused our routine inspections, our regulatory role and core purpose of keeping people safe has not changed – safety is still our priority
- We have developed an emergency support framework which we will follow during the pandemic
- We will use this emergency approach in all health and social care settings registered with CQC during the pandemic, and for a period afterwards
- Our emergency support framework is not an inspection, and we are not rating performance
- This is a flexible process which we'll improve as we learn and through feedback from you and others





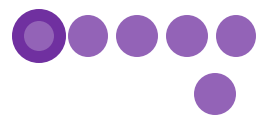
# Monitoring information

from new and existing sources

Data from our usual sources, feedback from public and care staff, and new sources.

Those sources could be:

- 'Update CQC on the impact of COVID-19' daily online form for homecare providers
- statutory notifications
- safeguarding incidents
- staffing information
- information we receive from people who use services
- the public
- and other external data sources



## Data collection

- **Residential and nursing homes** complete the **NHS Capacity Tracker**
- **Homecare providers** complete CQC's '**Update CQC on the impact of COVID-19**' online form
- Please submit this information **every weekday** (Mon – Fri) with as much detail as you can (one per location) - the data supports the new Emergency Support Framework
- Data helps us and others in the system to understand the impact on people you care for, your workforce, and your ability to deliver care
- The more information you provide, the clearer the picture
- The link will stay the same, so you can submit your information at a time that's best for you





# Prioritising contact

Using information to prioritise contact with provider

The information we receive, helps us prioritise the ESF calls

Inspectors will make contact to arrange a date and time convenient to you, to call, either by using Microsoft Teams or by telephone.

As we continue to monitor and engage, a service with a higher risk level will have more contact from its inspector, and will continue to until the emergency period is over. This approach means we're able to target our support and action most effectively.



# Having an open and honest conversation with providers

and gathering and recording information from the conversation

Focusing on four main areas:

- safe care and treatment
- staffing arrangements
- protection from abuse
- assurance processes, monitoring, and risk management

This is a two way conversation and we want to hear about your experiences



# Sending a summary record to providers

The inspector will be making notes during your call and will summarise the conversation, which will be emailed to you in a PDF format.

The PDF will include:

- standard wording that reflects your answers to our questions
- a summary of specific internal and external risks and challenges including good practice or innovative ways of responding to challenges
- any sources of support suggested

This is not an inspection and we will not publish this summary on our website.





# Taking action

to keep people safe and protect their human rights

Information from calls forms a view as to whether a service is:

- managing, or
- needs support

If we have concerns, we either:

- signpost to additional sources of support
- arrange a follow-up call
- carefully assess regulatory action through use of inspection and enforcement processes



# Sharing what we do

We will be open and transparent about our approach.

We will share information on decisions as part of this process and information gathered through this emergency approach to help support the wider health and social care system to respond to issues and help providers to keep people safe.

..and any  
questions



# Each sector we regulate will be affected by the pandemic in very different ways

- We will adapt our approach and any regulatory actions, to the different needs of people who use services and providers in each sector – and update the guidance as the situation evolves
- There is no one-size-fits-all approach



# Each sector we regulate will be affected by the pandemic in very different ways

- We are supporting the system to keep people safe by:
  - Working in partnership with Healthwatch England, the voluntary sector and others to increase our efforts to hear from people using services
  - Using our data to produce and share regular information with local, regional and national system partners
  - Providing data on death notifications in adult social care services to the Office for National Statistics to inform their weekly updates



# Supporting you to support others



Thank  
you





## Provider Bulletin

Changed from monthly to weekly with a coronavirus (COVID-19) focus

Sign up here: <https://www.cqc.org.uk/news/newsletters-alerts/email-newsletters-cqc>



## CQC Twitter account

For the most up to date, immediate information

Follow: @CQCProf



## Dedicated coronavirus (COVID-19) webpage

Access the most up to date information, FAQs and guidance here

Visit: [www.cqc.org.uk/coronavirus](http://www.cqc.org.uk/coronavirus)

FAQs can be found here: <https://www.cqc.org.uk/guidance-providers/adult-social-care/information-adult-social-care-services-during-coronavirus-outbreak>

Thank you for joining us..



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Sue Howard

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Any final  
questions

