

Strategy 2021

Smarter regulation for
a safer future

Driving and
supporting improvement



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1. Our purpose and vision
2. Introduction and learning from COVID-19
3. How we will change
4. Timeline
5. A focus on **Driving and Supporting Improvement**
6. **Break for questions**
7. Stay up to date
8. **Q&A**

Purpose

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

Vision

A world-class regulator, able to drive improvements in how people experience health and care services, working towards a safer future.



The world of health and social care continues to change



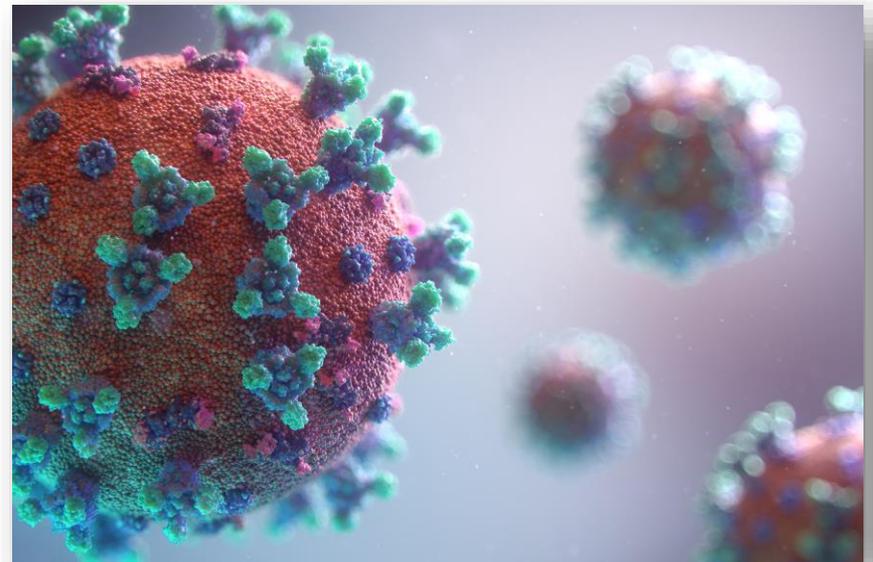
To keep delivering our **purpose** to make sure people get high-quality care, we need to change. We know that:

- We don't always get it right.
- We must be more relevant and responsive.
- We don't have a full picture of care quality across an area, system or pathway.



Our people need the right tools and capabilities.

- We have **paused routine inspections** but are **continuing responsive inspections**
- Instead we've developed the **Emergency Support Framework** during the pandemic
- Focus on:
 - safe care and treatment
 - staffing arrangements
 - protection from abuse



- **What's important?**

- Information sharing
- Voice of people
- Voice of care providers

- **Local systems** have an impact beyond providers of care, and into the public health and

commissioning response – critical to the response of people who use services

- **Transparency** promotes learning – one doesn't happen without the other

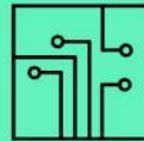


How will we change?

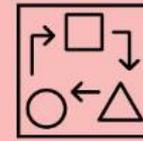
We have developed four emerging strategy themes:

1. Meeting people's needs
2. Smarter regulation
3. Promoting safe care for people
4. Driving and supporting improvement

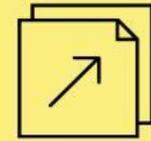
To make our strategy a reality we must transform by:



**Building
foundations**



**Adapting
and evolving**



**Creating
our future**

Timeline



Phase 1

(Summer 19):

Initial scoping and planning



Phase 3

(March / Autumn 20):

Roll out ESF and transitional approach; test future strategic options and make choices; start to think about how we might deliver on ambition



Phase 2

(Oct-Jan 20):

Development of draft priorities following programme of engagement
People Plan developed

Phase 4

(Winter 20/21):

Formal consultation and ongoing revisions; co-design detailed description of how CQC needs to adapt to deliver the strategy

Phase 5

(May 21):

Publish strategy and implementation plans with first adaptations to our approach completed

Some of our thinking includes:

- **Speaking up on priority areas** where improvement is most needed, focusing effort and collaborating with partners to achieve change.
- Setting a higher bar for **what we expect of good services** including expecting them to drive improvement in their services and their local system
- **Helping providers to help themselves** by writing our guidance and frameworks so that they drive improvement, and by sharing good practice, data and resources
- **Promoting and supporting successful innovation**
- **Championing improvement** in the areas that matter most to the public
- Investing in a **research and evidence-based** approach to regulation to maximise our impact on improving the quality of care.

What do you think CQC's role should be in improvement?



Do you have the right tools for improvement? What do you think should be in your toolkit?

Is CQC best placed to offer improvement support? Could this be more hands on?

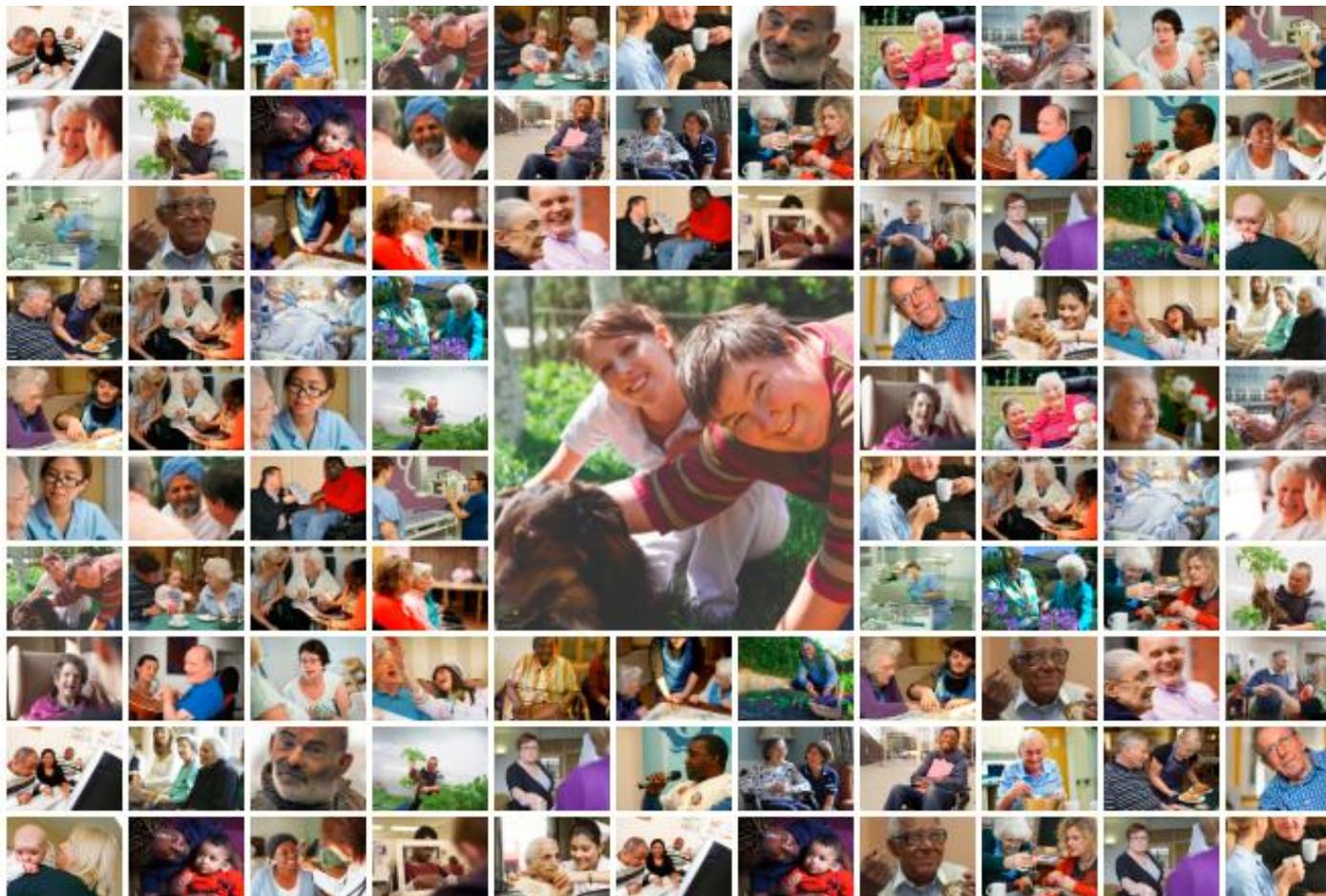
What would it look like if we had an improvement arm in which we sent our staff out to work alongside poor quality services to raise the bar?

Would a benchmarking service work?

Would we have a different role in different sectors?



Putting the public at the heart of what we do



Get involved and stay up to date



Get involved on our digital platform

Feedback surveys available on each theme

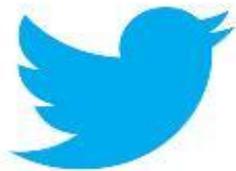
Sign up here: <https://cqc.citizenlab.co/en-GB/>



Provider Bulletin

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

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



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Thank you and questions?



Any final
questions



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