

Summary of board papers – statutory bodies

Care Quality Commission board meeting: 21 September 2022

For more detail on any of the items outlined in this summary, please find the [full agenda and papers available online](#).

Executive team update

Executive team reports will now be split into two sections – regulatory matters and organisational matters.

Regulatory matters

People First Launch

- **People First**, in follow up to Patient First, has now been launched. This online resource is designed to share best practice and support urgent care solutions required across primary, secondary, community and social care to ensure safety remains a priority.
- It will allow system leaders to share challenges the sector is facing.
- It guides organisations on actions they can take around planning and delivery for the winter.

Maternity

- There is a strong focus on inspection activity within maternity services.
- The CQC's intention is to inspect all organisations that have not been inspected since 2019 and talk to providers about their ambition for maternity services and where they are showing improvement.
- They are aiming to complete the inspection programme by Spring 2023, but within that time frame there will be regular engagement so that there can be appropriate, real time action.

Learning Disabilities and Autism

- They are committed to ensuring that **right support, right care, right culture** guidance is being delivered so that people with learning disabilities and autism can receive high quality care in community based services.
- They will be introducing further conditions on new services registering to ensure that they are meeting the requirements of **right support, right care, right culture**. Services who decide to add services for people with learning disabilities and autism in the future will also be subject to

new conditions. Rating new community based learning disabilities and autism services remains a priority area.

Organisational matters

Corporate performance report

- 49.5% of services have either had regulatory activity through inspection, direct monitoring approach (DMA), or have had a public statement during quarter one.
- The CQC are continuing to monitor the variance of ratings of services for people with learning disabilities or autism. Currently over 25% of inspections to services for people with learning disabilities or autism have an out of hours site visit.
- There was a marginal increase to funding risk. The CQC are working under the assumption they will be receiving additional grants from Department of Health and Social Care (DHSC) for the implementation cost of regulating Integrated Care Systems (ICSs) and costs for their response to the UK Covid-19 inquiry.

Quarterly transformation and people update

- Successes from this quarter include:
 - The design of a new Single Assessment Framework which has gone through a 'test and learn stage' with Local Authority Assurance and ICSs. The CQC is now considering the organisational structures that will be needed to support the implementation of this new framework.
 - The launch of a new Data and Insight Unit in August, with the objective of ensuring that the organisation be data driven.
 - The design and implementation of regulatory organisational structures and roles to support colleagues moving into new roles and developing their understanding of priority areas.

Strategy update

- On 22 September, the CQC announced that they will be 'slowing down' and will be taking around 4-6 weeks for re-planning the implementation of their new approach. The [timeline of changes they had previously announced](#) is being reviewed.
- They explained that the early adopter scheme for their new web portal (opened to home care providers, who were able to submit new registrations, and to hospices, who were able to submit death notifications) started in August 2022. This took place alongside internal testing in a simulated environment. Even though successful, CQC identified things that could be done better and are reviewing.

Update from the Healthwatch England National Director

- Their current focus is on access to NHS dentistry, elective waits and accessible information.
- Their online profile has improved, with more people accessing their website and online.
- They have been offering support to the local Healthwatch Network particularly in relation to working across ICSs.
- Their autumn and winter plans include rolling research looking at how the cost of living crisis is having an impact on health and whether Healthwatch England and the Healthwatch Network can do more given the unprecedented winter challenges facing the NHS and social care.
- The national director also highlighted how the pandemic has exacerbated issues in mental health services, and that the extra funding that has been fed in is having little impact in the overall experiences of care for patients.

Annual complaints report

- CQC complaints reporting will now be made public in board meetings.
- Between 1 April 2021 and 31 March 2022 the National Complaints Team (NCT) received 294 complaints and investigated 141 under their procedure. This represents a 1% increase of complaints received from the previous year.
- The top themes of complaints handled related to; conduct during an inspection activity or process and CQC performance and administration processes. These themes remain unchanged from reporting in previous years.