

Adult Social Care Trade Association meeting Minutes

Date:	Wednesday 11 July 2018 (10.00am – 12.30pm)
Location:	Room T.310, CQC Offices, 151 Buckingham Palace Road, London, SW1W 9SZ
Attendees	<p>Care associations: Lisa Lenton – Association for Real Change (ARCUK) Bev Taylor – Association of Mental Health Providers Ann Mackay – Care England Angus Cannell – Care England Sharon Blackburn – National Care Forum Cathy McSweeney – Shared Lives Plus Terry Donohoe – United Kingdom Homecare Association (UKHCA) Jane Evans – Voluntary Organisations Disability Group (VODG) Keiron Broadbent – Care Association Alliance</p> <p>CQC: David James – Head of Adult Social Care Policy Sheila Grant – Head of Inspection Abigail Walker – Provider Engagement Officer Gabrielle Jones – Senior Provider Engagement Officer Jim Adams – Analyst Team Leader Jennifer Dwyer – Analyst Team Leader Charles Rendell – Strategy Manager Moritz Flockenhaus – Evaluation Manager</p>
Apologies	<p>Care associations: Mhairi Tordoff – Associated Retirement Community Operators (ARCO) Tracy Wharvell – National Care Association</p> <p>CQC: Andrea Sutcliffe – Chief Inspector of Adult Social Care Amy Key – Head of Provider Engagement</p>
Invited	National Housing Federation National Care Association Registered Nursing Home Association

Summary of discussion

1. Welcome and introductions

- 1.1 Dave James (DJ) welcomed attendees to the meeting and introductions were made.

2. Minutes and actions from the last meeting

- 2.1 Terry Donohoe (TD) noted that his name was spelt incorrectly in point 5.3.
- 2.2 Abigail Walker (AW) updated on the progress of actions:

- 2.2.1 Action Nov 17/09 - GJ to check with Medicines Optimisation team if the Shared Lives medicines FAQs are on the website / when they will be.
These are still in development.
- 2.2.2 Action Mar 18/05 - James Frewin to follow up on work CQC is doing around deregistering services for diagnostic and screening procedures.
This work is now being led by NCSC. They will provide updates as the work progresses.
- 2.2.3 Action Apr 18/03 – AW to arrange for ASC internal news and updates page to include feedback from trade associations
AW is working with the directorate team to develop this and will update the group when the page is live.
- 2.2.4 Action June 18/01 – DJ and AW to check with Policy and Legal if there is any reference to induction requirements for agency staff (or any stated difference in what we require regarding agency staff) in CQC guidance and regulations
Policy response being reviewed by Operational colleagues before update is shared.
- 2.3 Ann Mackay (AM) asked if there would be any opportunity to discuss the outcome of the independent review into CQC's regulation of Hillgreen Care Ltd.
Action: AW to add discussion to the the agenda of a future meeting.
- 2.4 Sharon Blackburn (SB) raised concerns about how the trusted assessor guidance will be communicated, saying that it puts the onus of why trusted assessors are needed on social care and suggests it could be mandated.
Action: AW to ensure CQC communications consider SB feedback.

3. Updates

- 3.1 DJ updated the group that Ian Trenholm will begin his new role as Chief Executive on 31 July and Andrea Sutcliffe will be Acting Chief Executive between 12 and 30 July.
- 3.2 DJ informed the group that the local systems review report, [Beyond Barriers](#), was published on 3 July.
- 3.3 DJ updated the group that [70 stories](#) of individuals who have made a difference to health and social care services have been published on CQC's website, as part of the celebrations of the NHS and social care's 70th birthday.
- 3.4 DJ updated that the [annual report](#) on the use of controlled drugs will be published on 20 July.
- 3.5 DJ informed the group that later this year information on using technology to monitor care will be published. Trade associations will be kept informed about the progress of this work through this group.
- 3.5.1 AM asked if the information will cover all aspects of technology, including medicines management. DJ explained that it will be an online resource so it will be able to grow, and will be part of a broader piece of work focusing on the use of technology in health and care settings done across all sectors that will look at more than monitoring. If trade associations see gaps or areas that could be developed further, this can be fed back for future consideration.

4. Issues raised by trade associations

4.1 Query 1 raised by TD: Medicines assessments – We are receiving comments from members about the lack of consistency relating to medication assessments.

CQC response: We are continuing to support the ASC directorate with regards to safe use of medicines in home care. We have three FAQs available to inspectors and on the external website (currently here:

<https://www.cqc.org.uk/ascmedicinesfaq> but they are in the process of being reformatted to web pages) and are delivering training, presentations and workshops to all ASC hubs teams and external provider forums and manager networks. We refer to NICE NG67 – managing medicines for adults receiving social care in the community as best practice guidance.

We are always happy to answer enquiries directly from providers via medicines.enquiries@cqc.org.uk and can support inspection processes where necessary.

4.1.1 Sheila Grant (SG) said this would be fed back to Amanda Stride, Head of Inspection and lead for the care at home area of interest group.

4.2 A number of queries were raised directly in the meeting:

4.2.1 SB asked if CQC's response to information the National Care Forum supplied regarding housing with care could be shared with the group. **Action: Any response to be shared in trade association meeting minutes.** SB explained that members' perceive that CQC thinks 'good is good enough' and inspectors are not looking for outstanding care. SB added that there is an appetite for the ratings to be reviewed. DJ responded that the Policy team want to do a deep-dive piece of work in this area to understand how inspectors can be supported to identify and report on outstanding services. This work will be brought to this forum.

4.2.2 AM asked if Ian Trenholm will want to consider CQC's ratings system and differences between sectors. DJ replied that in future, due to the complex provision of care and changes to registration, we will need to take a much more global view of how we operate and how we rate. DJ added that we don't yet know what Ian's priorities will be but these will be communicated as they emerge.

4.2.3 SB said that the complexity of care delivered in care homes and in people's homes is not understood by colleagues in the health sector. The perception is that social care is just about personal care and the activities of daily living, but it does take place in very complex situations and with very complex conditions and care staff need to have the expertise to assess people to know when to involve medical professionals. SB asked how this complexity and level of care can be articulated and suggested that the PIR could have a role in this, by collecting information about the types of long term conditions services support people with, so that CQC holds this information. DJ said that in the future CQC's ambition is to have one assessment framework, which will bring us closer to this.

5. Ratings slides

5.1 Jim Adams (JA) and Jennifer Dwyer (JD) attended the meeting to share the quarterly ratings update and talk through the additional analysis completed by the National Reporting team.

5.2 AM asked if the deterioration demonstrated on slide 20 is due to higher numbers of inspections. JA replied that there are different views on what may be driving this. DJ added that it would be helpful to see the length of time since the last inspection to understand if there is any correlation. Keiron Broadbent (KB) added that the two most recent quarters' inspections will have been

- completed using the new inspection framework, which could have influenced the changes.
- 5.3 DJ asked, in relation to slide 24, whether the single quality contract and framework used by the CCG and local authority in the East of England is having the positive impact that is demonstrated in the region's ratings. SB said it would be interesting to learn what the region has done to address staffing and the workforce.
- 5.4 AM noted that the analysis completed with Care England's data is not included in this pack. **Action: AW to share the slides with this analysis with the group.**
- 5.5 SB asked a question regarding slide 35, how is experience defined in relation to the statement 'older people's staff have more experience'? JD said that this was about the length of time in the role, and this can be amended in the slide pack. This was also noted in relation to slide 41. **Action: JA and JD to amend language used in the slide pack.**
- 5.6 It was requested that clarification be made as to whether the slide pack can be shared with trade association members. **Action: AW to confirm if the slides can be shared.**
- 5.7 Jane Evans (JE) noted that length of service could be impacted by change of registration, because of the way NMDS data is collected.
- 5.8 SB said it was interesting that there is a higher vacancy rate for learning disability services but longer length of service.
- 5.9 DJ suggested that qualitative analysis could be used to understand some of the themes in this data through what is reported in inspection reports. For example, why do nursing homes perform less well?
- 5.10 There was a question about slide 44, and what is the profile of services exiting the market that have not been rated. JA said it could be services not rated under the new methodology. **Action: JA to confirm what is the profile of these services.**
- 5.11 DJ said that work in registration is looking at continuing ratings when registration changes, which should help us understand data about market churn in more detail.
- 5.12 JE asked if the figures about learning disability services are just about adult social care, or if they include health services. SG explained that if an NHS trust has what CQC defines as adult social care provision, they will be inspected through adult social care. SB said it would be interesting to learn what proportion of services are health within these figures.
- 5.13 DJ noted that it would be interesting to see ratings for corporate providers (grouped) in this data.
- 5.14 JE said it would be interesting to see analysis on other types of speciality, for example physical disabilities and sensory impairments.
- 5.15 AM said it would be interesting to see data split for private and not for profit providers. DJ suggested this may have been done in the past. **Action: JA and JD to consider suggestions for future analysis.**
- 5.16 Bev Taylor (BT) noted that she sits on the out of area board and the workforce strategy coordination group and said we should consider how this data can be fed into these forums.

6. Local systems reviews

- 6.1 Charles Rendell (CR) presented to the group the findings and recommendations of the national report for the local systems reviews.
- 6.2 AM asked if CQC expected an official response from the Department of Health and Social Care (DHSC). CR said that the recommendations would be discussed at the discharge group at DHSC.
- 6.3 KB said that the West Midlands Care Association was involved in the Birmingham review. Since the review, the local authority has been working more collaboratively. CR said this was great to hear.
- 6.4 CR noted that the reviews team are happy to do presentations to local groups too, if this is of interest.

7. Provider survey

- 7.1 Moritz Flockenhaus (MF) presented to the group the findings from CQC's annual provider survey, conducted earlier this year.
- 7.2 TD said it would be interesting to see if the increase in fees charged to providers impacts the results of the 2019 survey.
- 7.3 **Action: Clarify when results will be shared with providers via the newsletter.**
- 7.4 JE asked how the sample was providers. MF explained that a random sample was selected, then a percentage of these providers responded. This is the first survey completed completely anonymously.

8. Any other business

- 8.1 DJ congratulated the National Care Forum on their 25th anniversary.
- 8.2 KB asked if there are any plans to make the Learning from Safety Incidents resources downloadable as PDFs. **Action: GJ to check.**
- 8.3 SB asked for clarification on whether registered charity care providers are required to inform CQC about changes to their Board of Trustees. SG said legal clarification would be sought on this. **Action: AW to seek clarification on this issue.**
- 8.4 Cathy McSweeney (CM) asked for more information on the cross sector coproduction event on 31 July. GJ explained that this event will test coproduction discussions that involve stakeholders from all audiences, and that places had been allocated to attendees following an Expressions of Interest process.

Action	Para	Detail	Who	Update	Status
Nov 17/09	7.1	GJ to check with Medicines Optimisation team if the Shared Lives medicines FAQs are on the website / when they will be.	Gabrielle Jones	20180409 Shared Lives Plus and MO put in contact to discuss. FAQ will be prepared after this.	Progressing
Mar 18/05	4.3.1	James Frewin to follow up on work CQC is doing around deregistering services for diagnostic and screening procedures.	James Frewin	20180608 NCSC leading this work.	Progressing
Apr 18/03	4.4	AW to arrange for the ASC internal news and updates page to include feedback from trade associations.	Abigail Walker	20180416 AW emailed ASC Directorate team to see what is possible. 20180608 AW working with directorate team to develop this.	Progressing
June 18/01	4.3.2	DJ and AW to check with Policy and Legal if there is any reference to induction requirements for agency staff (or any stated difference in what we require regarding agency staff) in our guidance or the regulations	Abigail Walker/Dave James	20180608 AW sent to AskP&S. 20180618 Karen Culshaw provided response, awaiting further comments from Nicky Nendick. 20180803 Response to query listed in minutes.* 20180808 SB noted response does not answer query. DJ to look into further.	Reopened
July 18/01	2.3	AW to add discussion on the findings of the investigation into CQC's regulation of Hillgreen Care Ltd to the the agenda of a future meeting.	Abigail Walker	20180803 Added to forward plan.	Closed
July 18/02	2.4	AW to ensure CQC communications about trusted assessors consider SB feedback.	Abigail Walker	20180303 Comments were shared with Simon Spoerer and taken into account. Guidance shared in July provider bulletin.	Closed
July 18/03	4.2.1	Any response to trade association queries be shared in trade association meeting minutes.	Abigail Walker	20180803 Will be carried out in future.	Closed
July 18/04	5.4	AW to share the slides of analysis of Care England's data with the group.	Abigail Walker	20180726 Slides have been shared with the group.	Closed

July 18/05	5.5	JA and JD to amend language used in the slide pack.	Jim Adams / Jennifer Dwyer	20180726 Language amended and slides shared.	Closed
July 18/06	5.6	AW to confirm if the additional analysis slides can be shared with trade associations' members.	Abigail Walker	20180726 Slides shared.	Closed
July 18/07	5.10	JA to confirm what is the profile of services that are leaving the market before being rated by CQC.	Jim Adams	20180803 Awaiting comments from JA.	Progressing
July 18/08	5.15	JA and JD to consider suggestions for future analysis.	Jim Adams / Jennifer Dwyer	20180803 Minutes have been shared with JA and JD for their consideration of suggestions. The group will be presented with any further analysis.	Closed
July 18/09	7.3	Clarify when results will be shared with providers via the newsletter.	Abigail Walker / Gabrielle Jones	20180731 Information about the findings was shared with providers in the July provider newsletters.	Closed
July 18/10	8.2	GJ to check if Learning from Safety Incidents resources will be provided as a PDF.	Gabrielle Jones	20180713 The resources will not be added to the website as a PDF, in line with Government Digital Service guidance and CQC website policy. However, the resources can be printed as a webpage, and the webpage can also be saved as a PDF by providers should they wish to save them in this format.	Closed
July 18/11	8.3	AW to seek clarification on SB query about if charity providers are required to inform CQC about a change to their Board of Trustees.	Abigail Walker	20180803 Awaiting response from policy colleagues.	Progressing

***June 18/01 – response**

1. We do not have any different guidance or expectations for permanent members of staff or agency staff. The regulations are equally applicable to providers for all of their staff. The provider has to meet the regulations regarding staff they deploy being suitably skilled, competent and supported to carry out their job and to provide relevant care to the appropriate standard of quality and safety.

2. Whilst it is not mandatory or a legal requirement we expect to see providers meeting the basic standards as set out in the current best practice of the Care Certificate for their new staff. If they are not undertaking the Care Certificate itself we would look for what they are doing as an alternative and whether it meets the basic standards expected. The provider should be assuring itself on the induction, ongoing training and support given to agency staff by the agency they are using.

3. There should not be a negative view of using agency staff, as they should be suitably trained and competent, which links with having good, clear care plans for agency staff to be able to understand what care is required.