

Adult social care Trade Associations meeting



10 August 2016

Agenda



No.	Agenda item	Lead	Time
1.	Welcome and introductions	Deborah Ivanova	10.00
2.	Minutes and actions from last meeting	Deborah Ivanova/ Arti Luther	10.05
3.	Ratings and updates <ul style="list-style-type: none">- Party conferences - likely themes- Guidance on visitors' rights in residential adult social care services	Deborah Ivanova	10.15
4.	Outstanding tool	Simon Spoerer	10.30
5.	Issues raised by Trade Associations	Deborah Ivanova	10.50
6.	CQC digital development	Simon Meredith	11.05
7.	AOB	Deborah Ivanova	11.25

Welcome and introductions

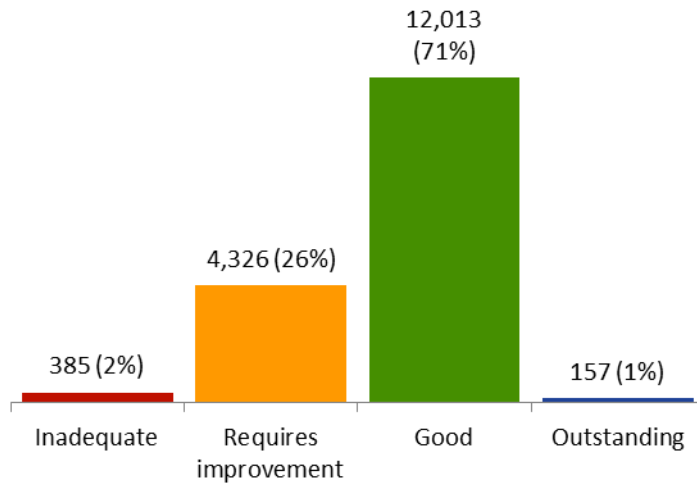
Minutes and actions from last meeting

Ratings and updates

Current ratings overall and by key question for active locations

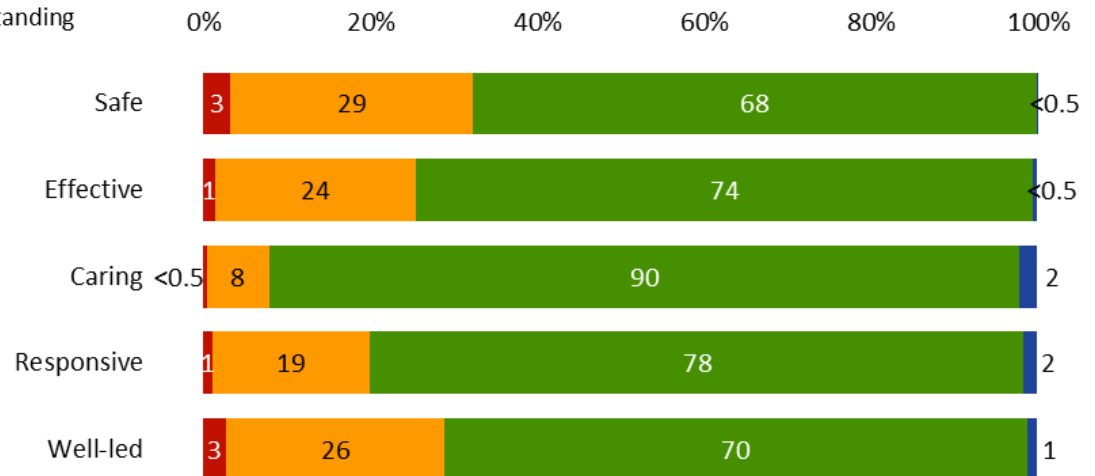


Overall



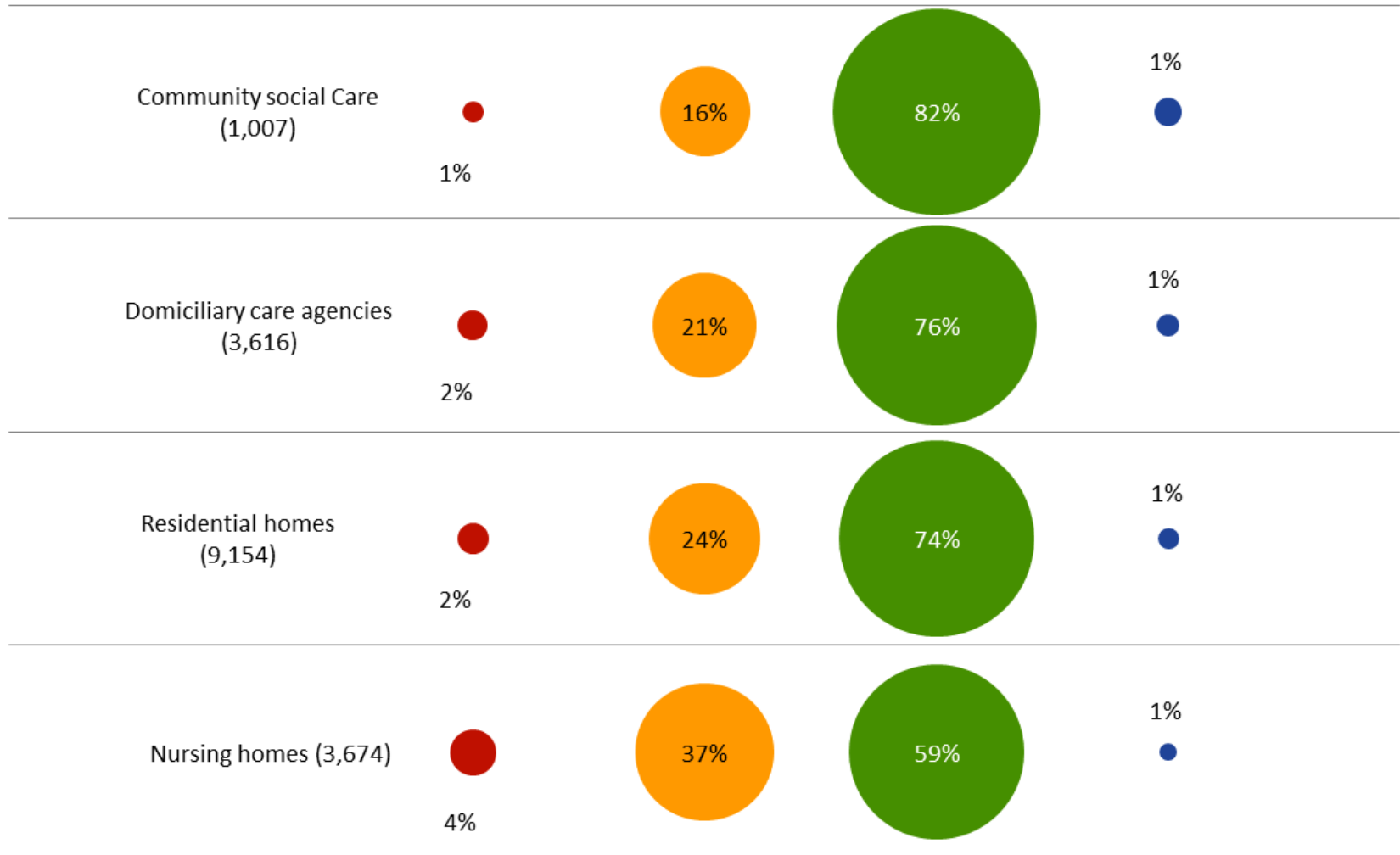
Current ratings up to 5 August 2016

Ratings by key question

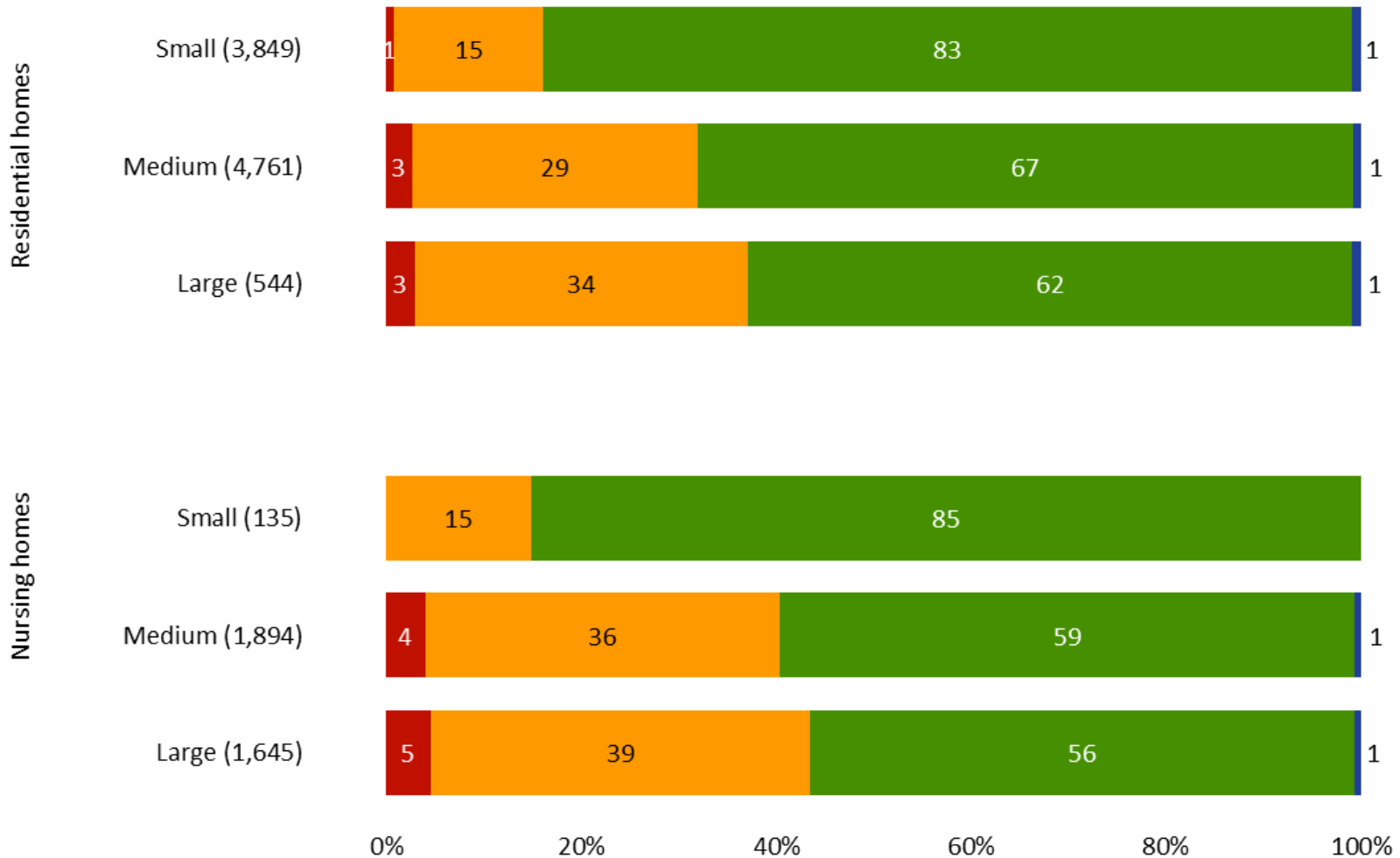


Note: Figures in chart are percentages

Current overall ratings by service type

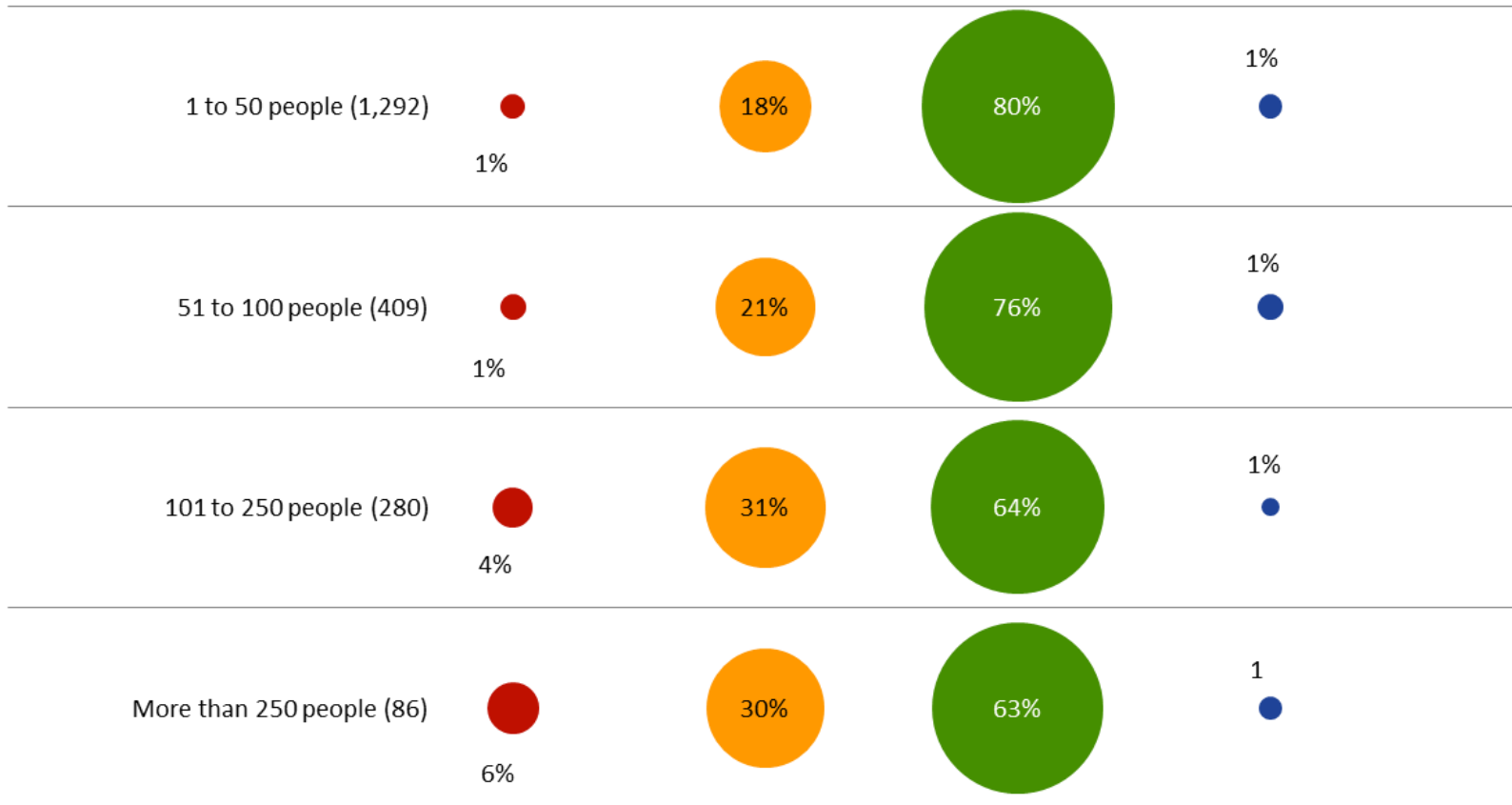


Current overall ratings by size of care home



Small = 1-10 beds, Medium = 11-49, Large = 50+

Current overall ratings by size of domiciliary care agency

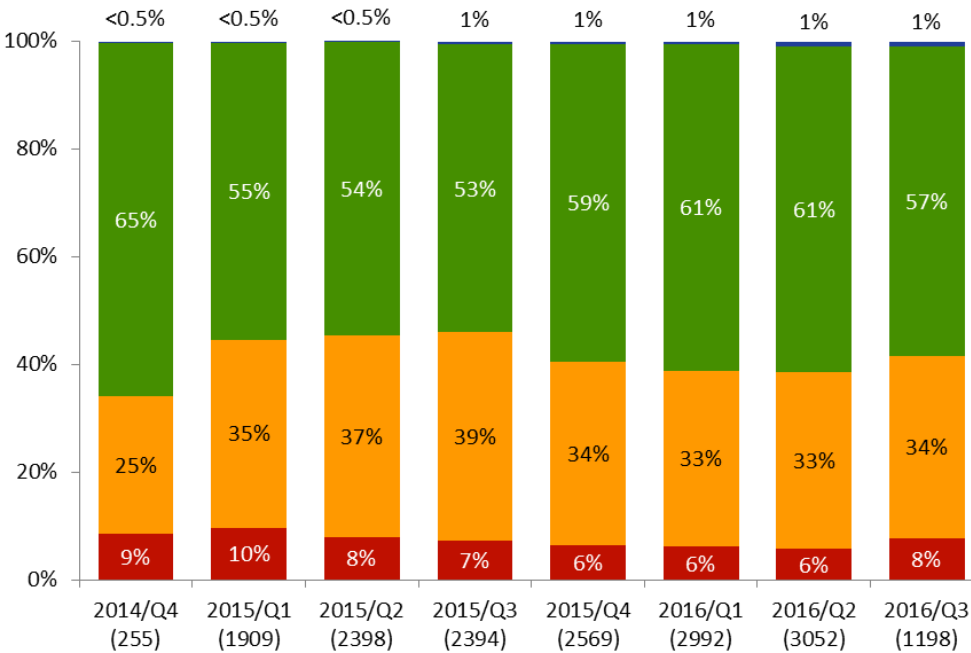


The above chart presents data we have for DCA locations that have been rated and the number of people using the service. There is a trend suggesting that locations providing care to a smaller number of people are performing better than larger services. This analysis is only based upon 2,067 rated DCA locations.

Overall ratings by publication quarter – residential social care



Residential social care



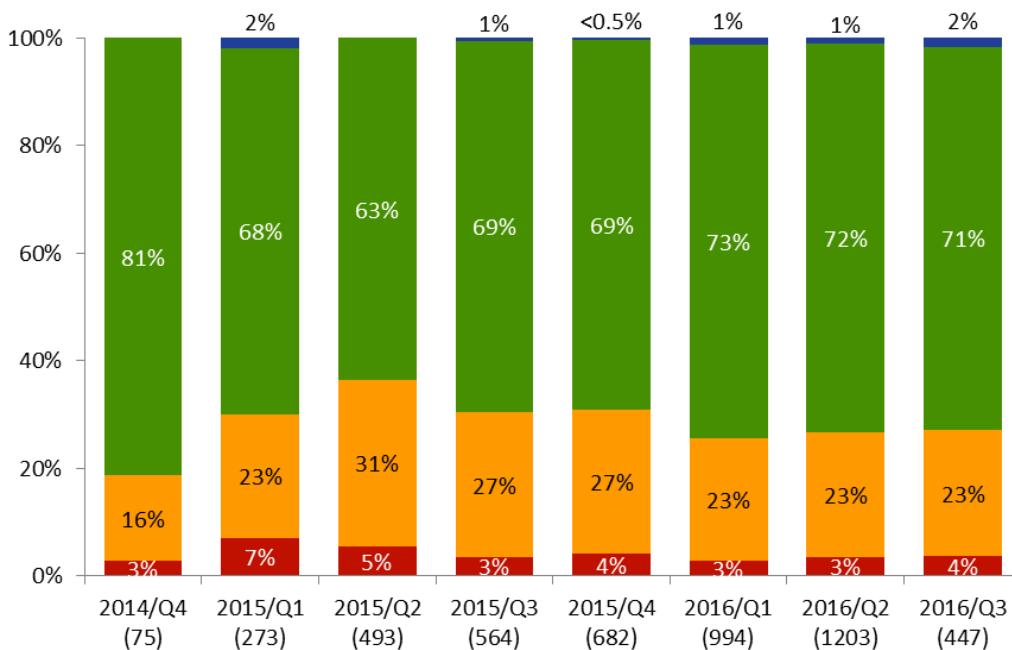
Residential social care ratings, by publication quarter

Calendar quarter	Inadequate	Requires improvement	Good	Outstanding
2015 Q1	186	666	1,050	7
2015 Q2	191	898	1,305	4
2015 Q3	174	928	1,277	15
2015 Q4	163	878	1,515	13
2016 Q1	184	978	1,812	18
2016 Q2	176	1,000	1,847	29
2016 Q3	92	407	688	11

Overall ratings by publication quarter – community social care



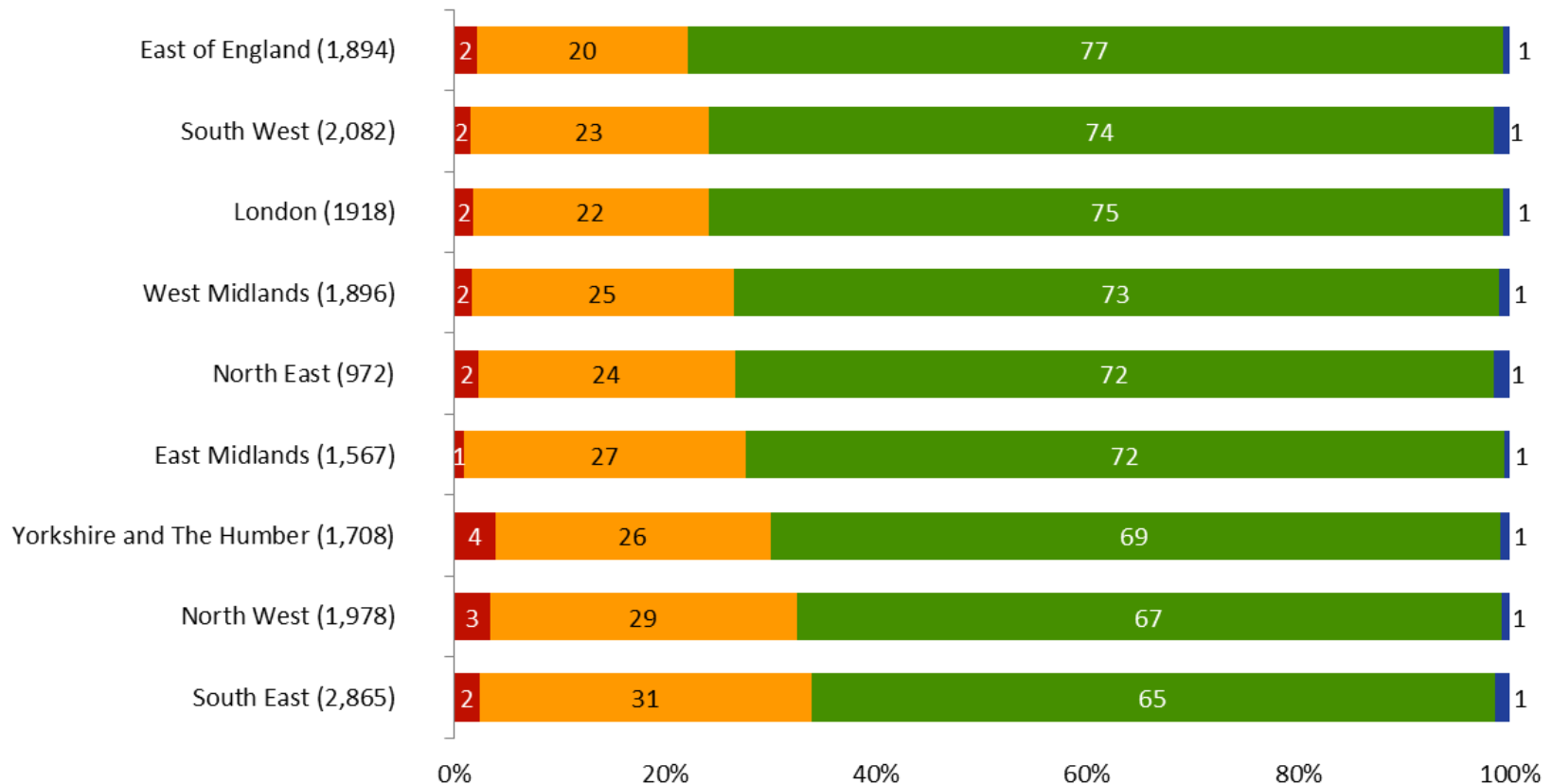
Community social care



Community social care ratings, by publication quarter

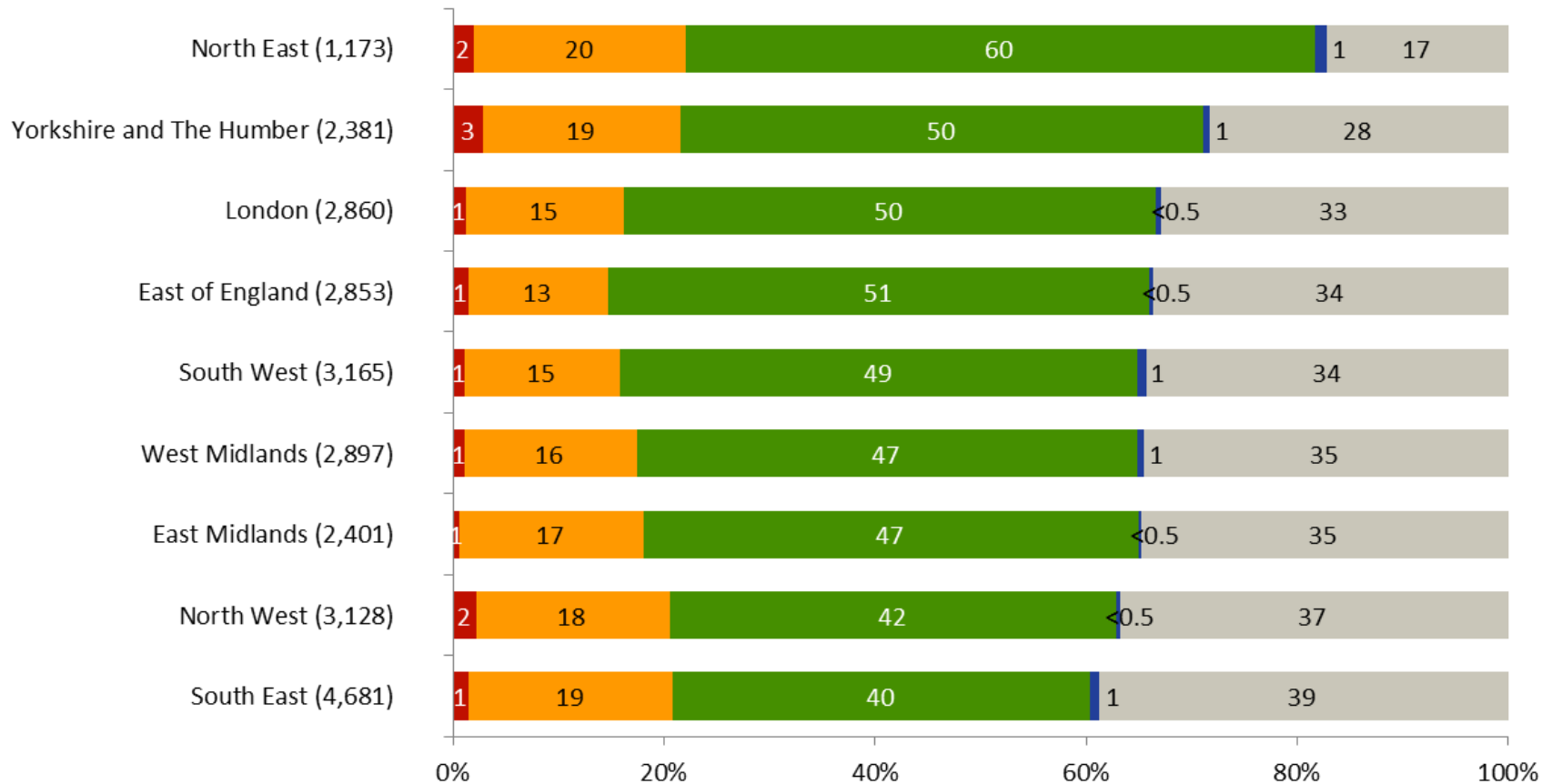
Calendar quarter	Inadequate	Requires improvement	Good	Outstanding
2015 Q1	19	63	186	5
2015 Q2	27	153	313	0
2015 Q3	19	153	389	3
2015 Q4	28	183	469	2
2016 Q1	28	225	728	13
2016 Q2	41	280	869	13
2016 Q3	16	105	319	7

Overall ratings by region (rated locations)



Figures in chart are percentages of rated locations

Overall ratings by region (all locations)



Figures in chart are percentages of all locations with the grey % being location not yet rated

Party conferences – likely themes

Guidance on Visitors' Rights in Residential Adult Social Care Services

What is it?

- Brief Q&A guidance developed from Regulations that relate to the rights of people to be visited in residential services.

It contains information on:

- Visits as a part of someone's care and treatment.
- Lasting power of attorney.
- Potential restrictions that a provider can place on a visitor.
- People's rights to complain.
- Action we can take.

Next steps

- Testing draft on our public and provider online communities.
- Further engagement with co-production group.
- Publication on our website late September/ early October.
- Promotion through our newsletters.

Outstanding tool

What is it?

- Guidance designed to help inspectors and providers better understand what it takes to be ‘Outstanding’ for each of the five key questions.

It contains:

- A summary of the Characteristics for ‘Good’ and ‘Outstanding’ mapped to the KLOEs for each question
- Details of the Characteristics for ‘Outstanding’ for each key question.
- Examples of practice that meet the Characteristics of Ratings criteria for ‘Outstanding’ under each key question.

Next steps

- Sharing with
 - Inspectors
 - Providers
 - A group of providers rated 'Outstanding' overall
 - Other stakeholders
- Iterative development.
- Inclusion in better website presentation of our Assessment Framework (KLOEs and Characteristics)

Questions

- What are your initial thoughts about the draft tool?
 - How could it be improved?
- Does it show the difference between good and outstanding?
 - If not how could we improve it to do so?
- Should we have one tool for inspectors and providers?
- If not; how would they be different?
- How else could CQC promote the number of services rated as 'Outstanding'?

Issues raised by trade associations

CQC digital development

Agenda



- Expanding access to the Provider Portal
 - Work we are doing to understand the needs of Providers and improve our systems
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Expanding access to the Provider Portal (1)



- **1 to 2 location providers** – 10,000+ who haven't created accounts will be re-invited in September-October.
 - **3 to 5 location providers** – 800 were invited in May/June, nearly 50% now have an account.
 - **6 to 10 location providers** – the 400 providers in this category will be invited to create accounts in September-October.
 - **10+ location providers** – technical work to allow inviting this cohort will be carried out in late 2016.
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Expanding access to the Provider Portal (2)

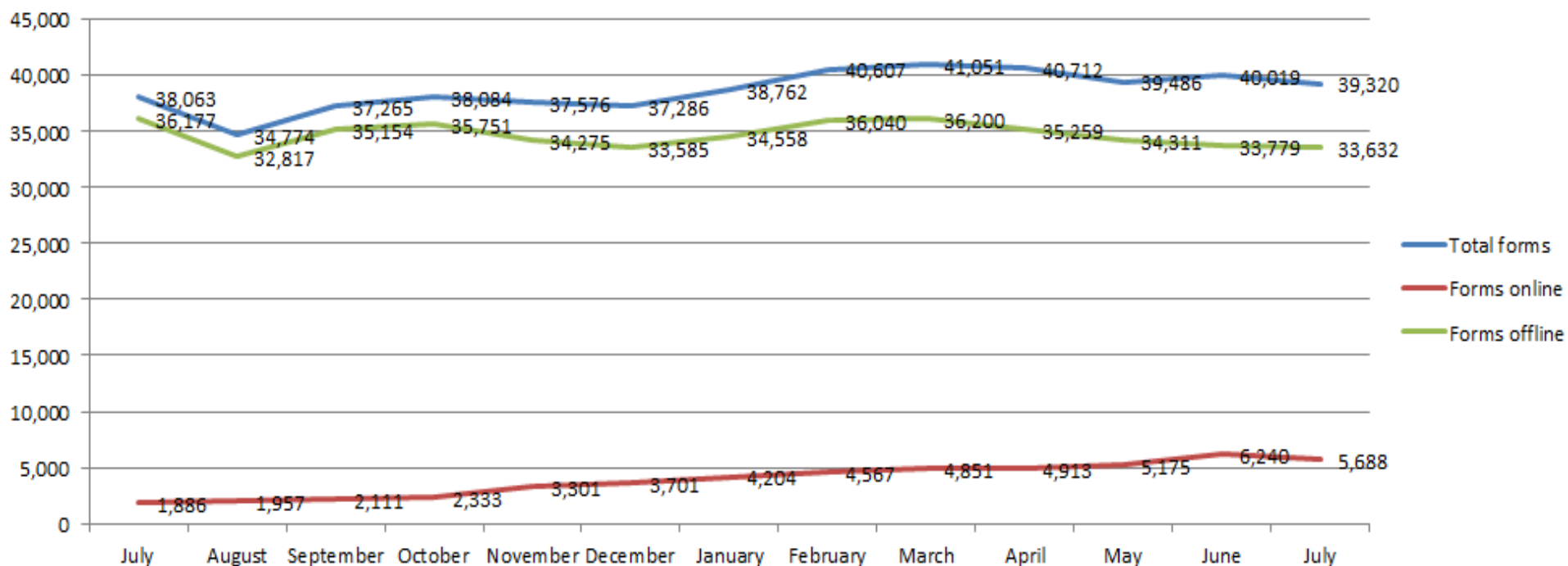


- Once the re-invitation projects are complete, driving uptake will move to ongoing workstreams:
 - Identifying new 1 to 10 location providers and inviting them on a weekly basis.
 - Identifying providers with accounts who continue to send Word forms and encouraging them to go fully digital.
 - Bulk email re-invitations to non-account holders every quarter
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Transaction volumes – Provider Portal



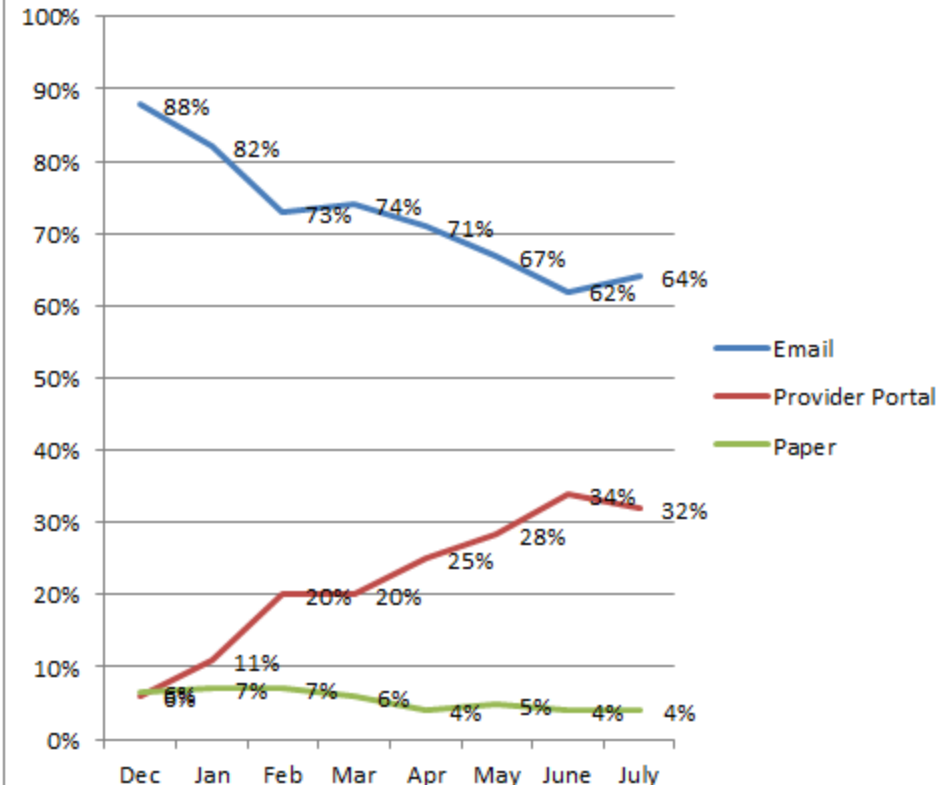
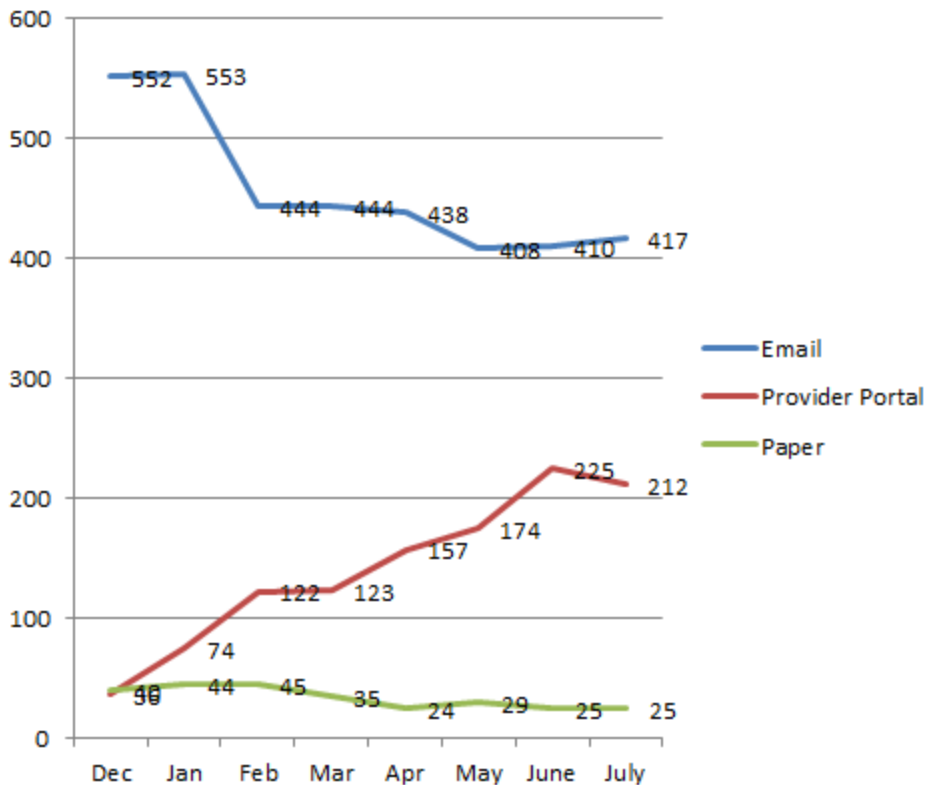
- Forms received online more than trebled since July 2015.
- 1,866 to 6,240 - 5% to 16% of the total.



Transaction volumes – new provider registration



Since launch in November 2015, new provider applications received online has increased to over 30%.



- We have already conducted some research to understand providers' needs.
 - We selected some providers across all sectors and all geographies (12 providers).
 - Conducted a one-to-one interview with the key CQC contact within those providers.
 - Used broad, open ended questioning.
 - Asked providers to “show us” and demonstrate how they do things.
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- Earlier this summer we also held some engagement events with providers in Leeds, Birmingham and London.
 - We are now conducting a review of our existing systems (such as the Provider Portal, New Registration system and Provider Information Return (PIR)).
 - This is to understand how far these meet the needs of Providers, and how we can improve them.
 - We will continue to do more research with providers.
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Closing and Thanks



- Thank you for listening.
 - If you would like to get involved in detailed research to understand your needs (i.e. one to one interviews) then please email:
 - Providerportalengagement@cqc.org.uk.
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AOBs