

Adult social care Trade Associations meeting



9 November 2016

Agenda



No.	Agenda item	Lead	Time
1.	Welcome and introductions	Andrea Sutcliffe	10.00
2.	Minutes and actions from last meeting	Andrea Sutcliffe Charlie Monger	10.05
3.	Ratings and updates	Andrea Sutcliffe	10.15
4.	Issues raised by Trade Associations	Andrea Sutcliffe	10.30
5.	Unit and architecture of registration	Dave James	10.45
6.	Provider information collection update	Louise Chapman	11.10
7.	AOB	Andrea Sutcliffe	11.25

Welcome and introductions

Minutes and actions from last meeting

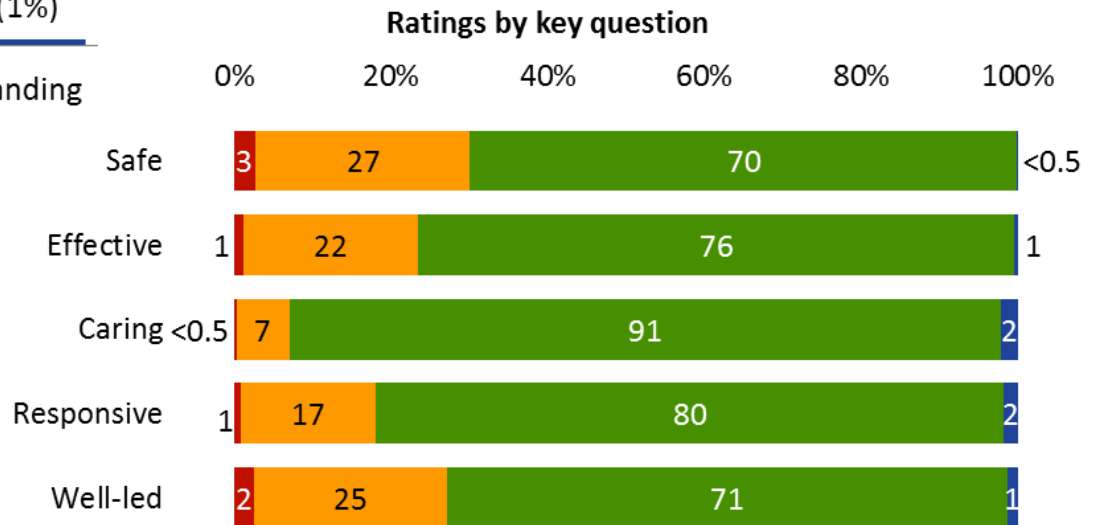
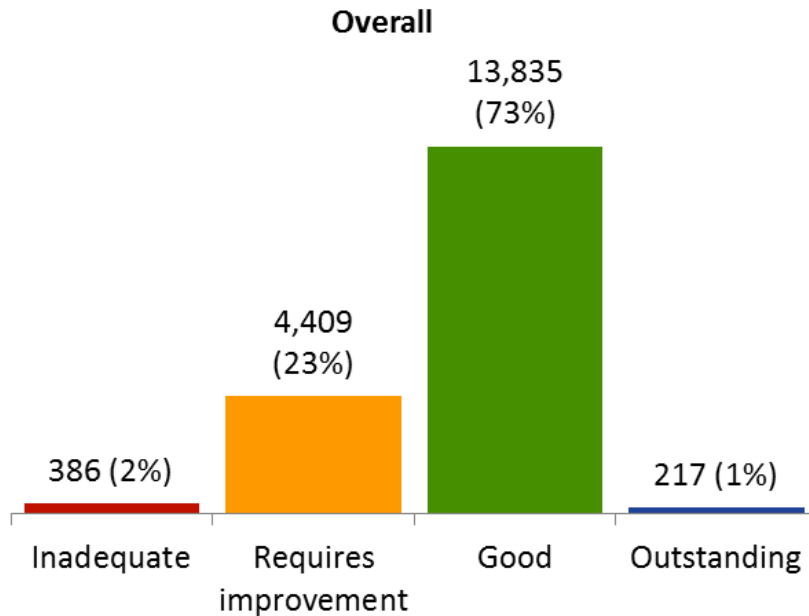
Ratings and updates



ASC ratings summary slides

Current ratings published up to 07/11/2016

Current ratings overall and by key question for active locations

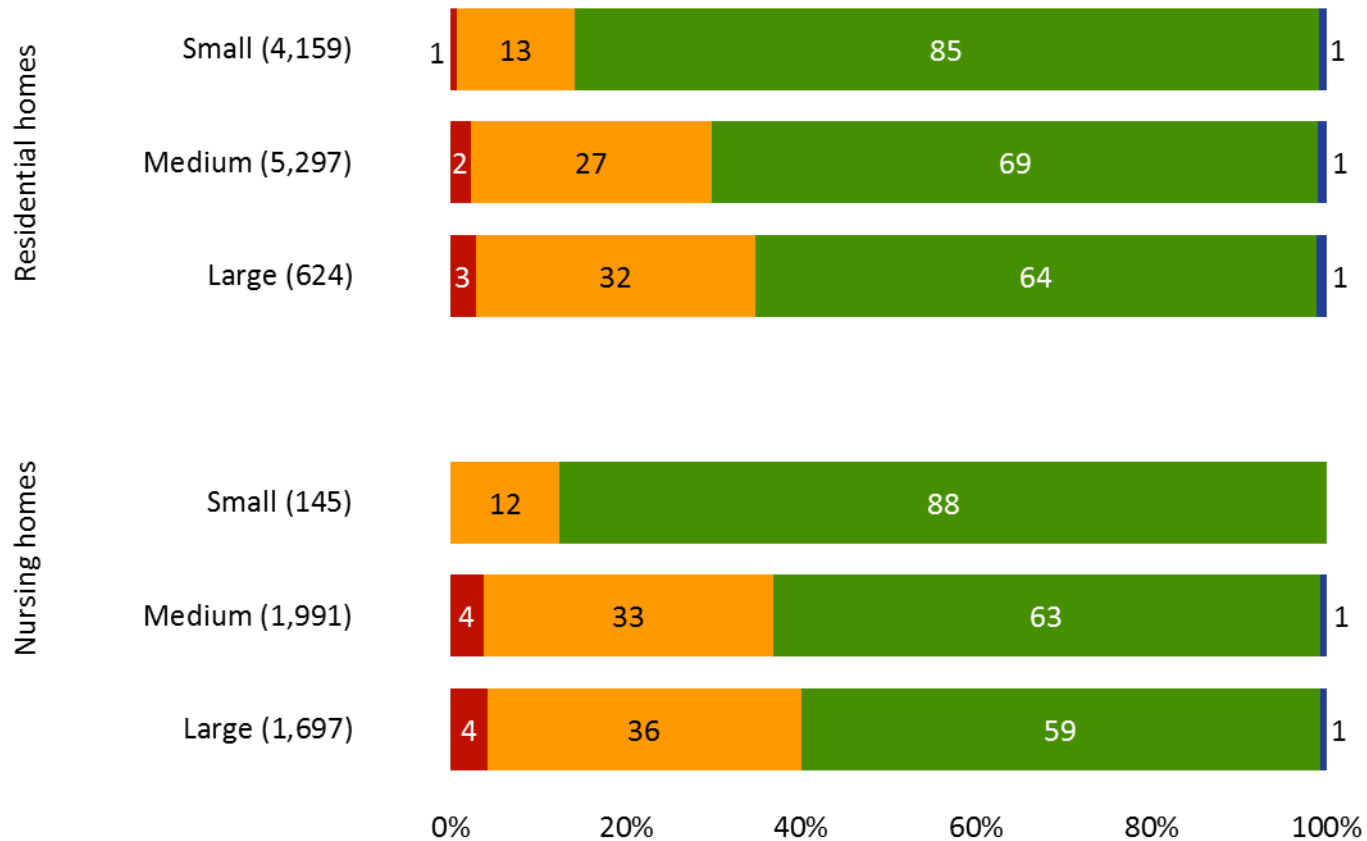


Note: Figures in chart are percentages

Current overall ratings by service type

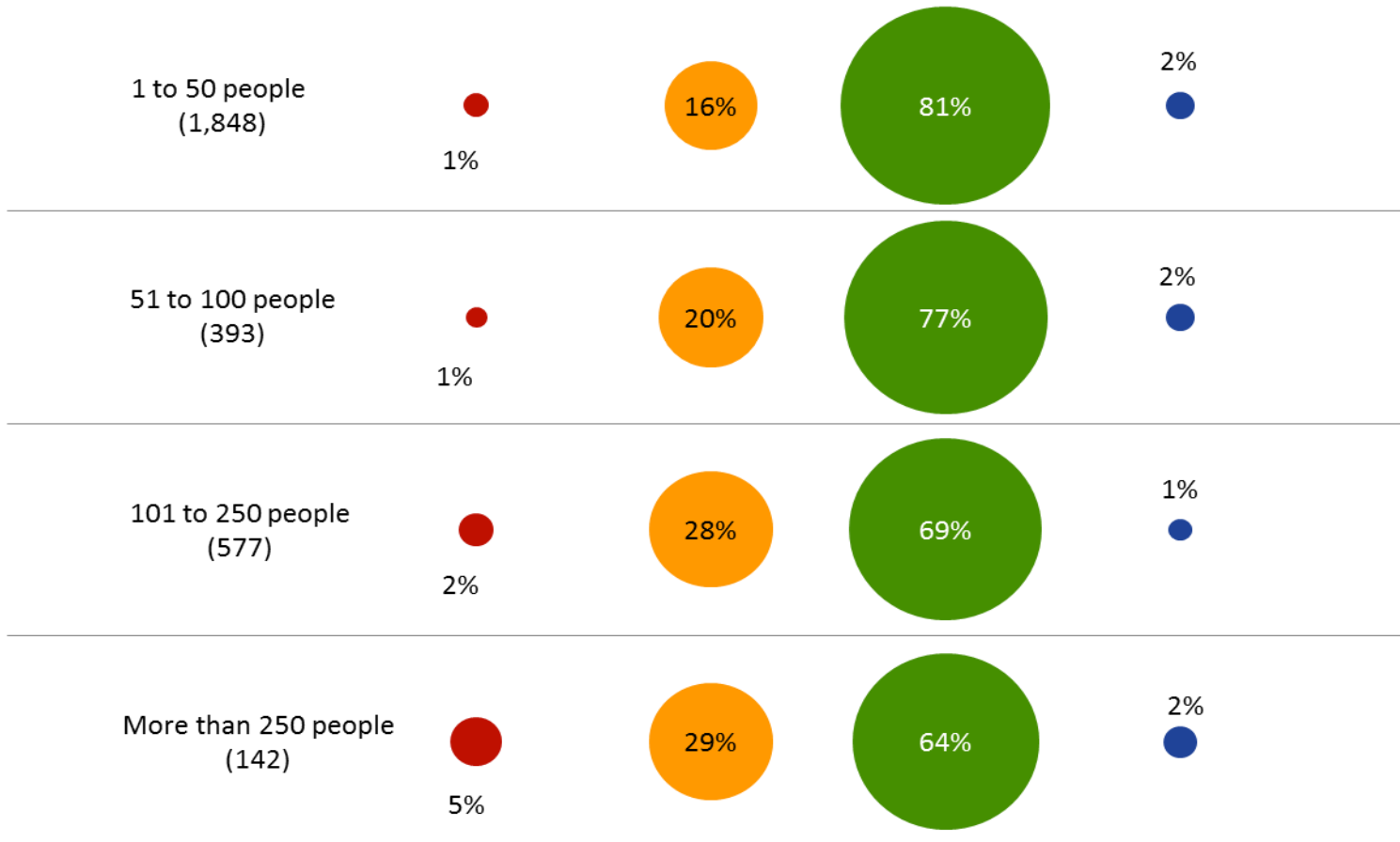


Current overall ratings by size of care home



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

Current overall ratings by size of domiciliary care agency

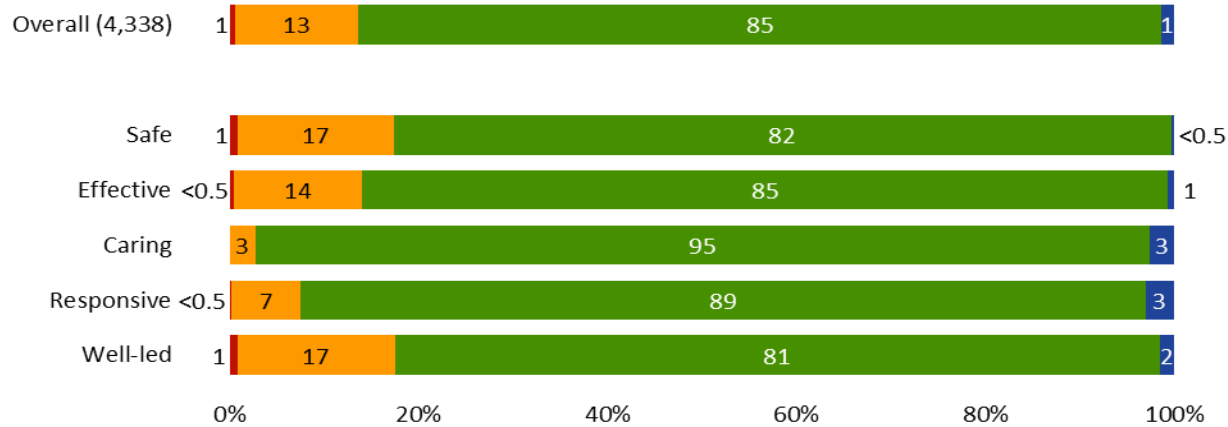


The above chart presents data we have for DCA locations that have been rated and the number of people using the service. There is a trend suggesting that locations providing care to a smaller number of people are performing better than larger services. This analysis is based upon 2,960 rated DCA locations.

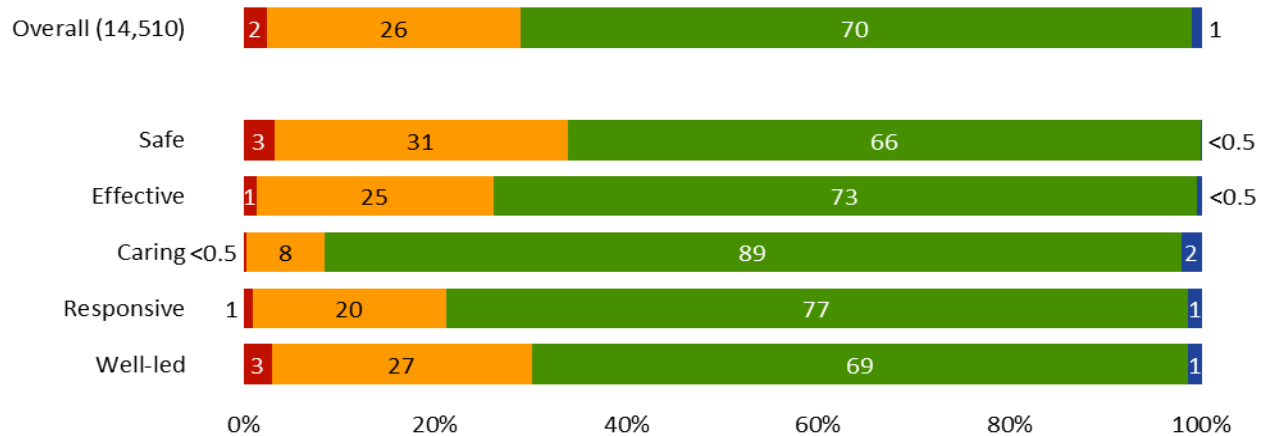
Current overall ratings by services with and without learning disability specialism



ASC locations with learning disability specialism



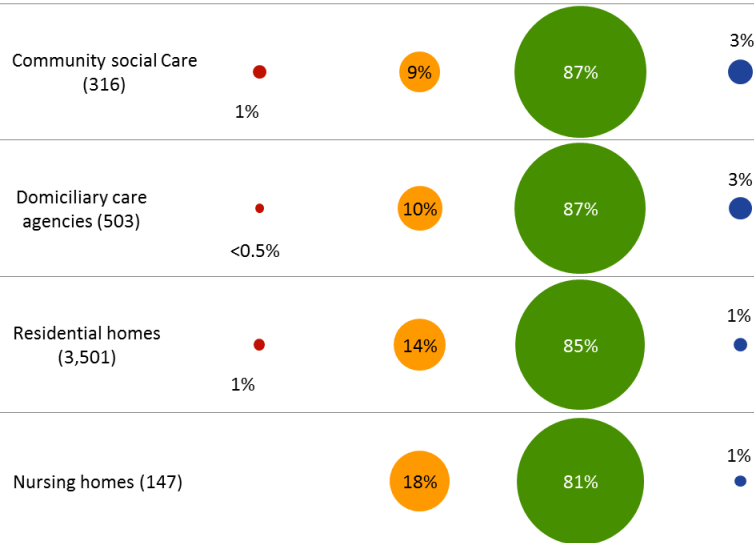
ASC locations without learning disability specialism



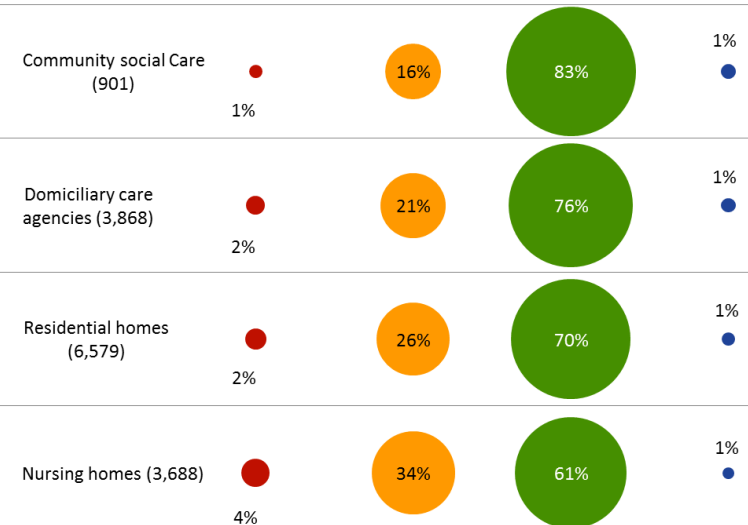
Current overall ratings by type of services with and without learning disability specialism



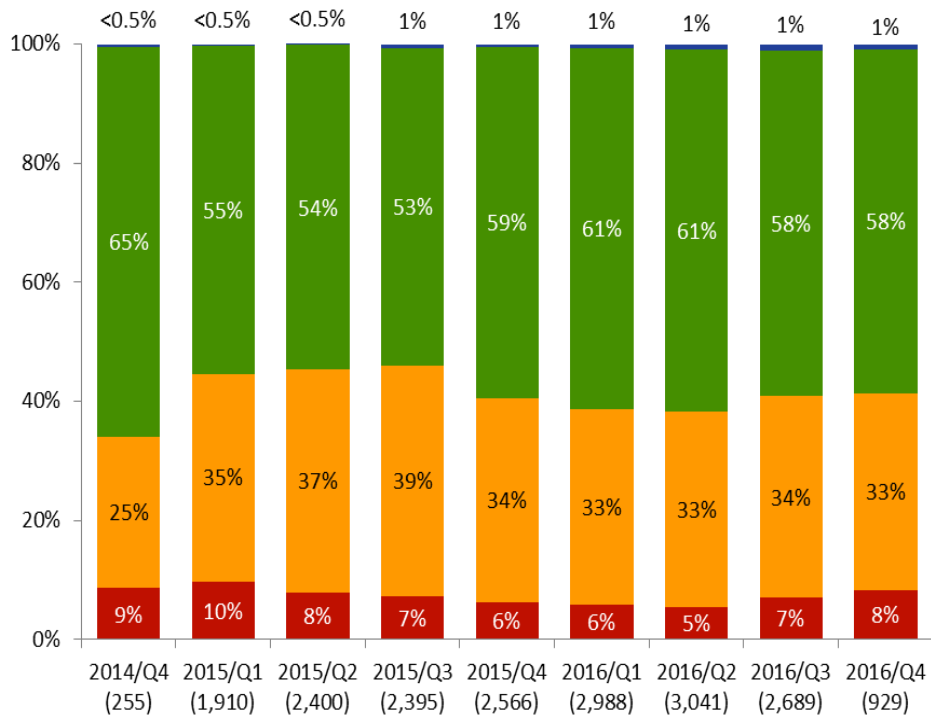
Services with learning disability specialism



Services without learning disability specialism

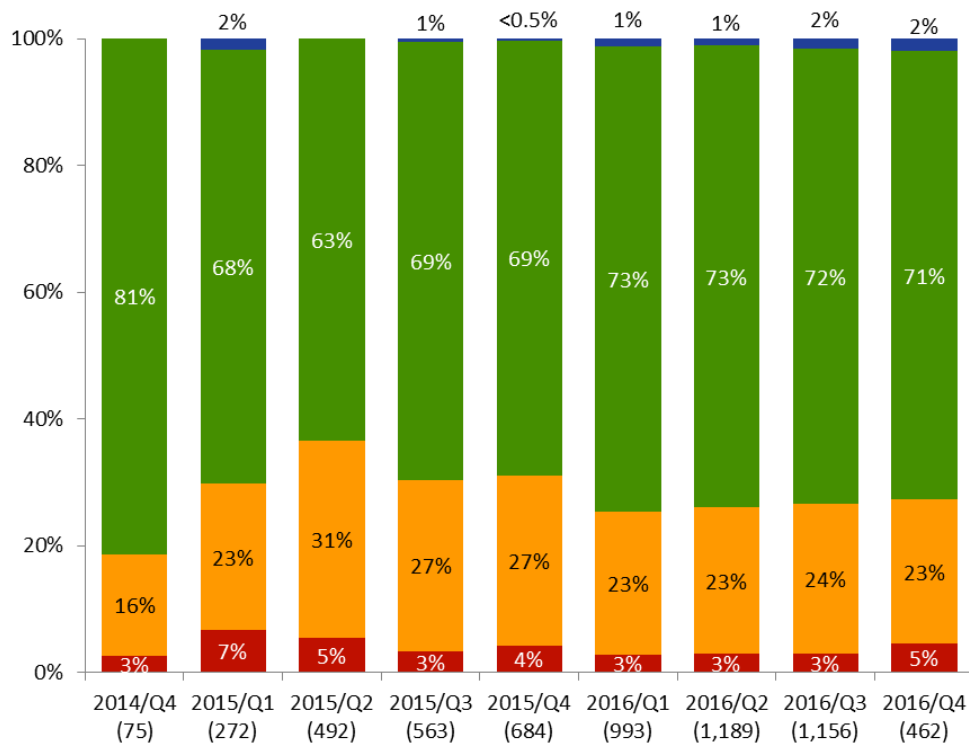


Overall ratings by publication quarter – Residential social care



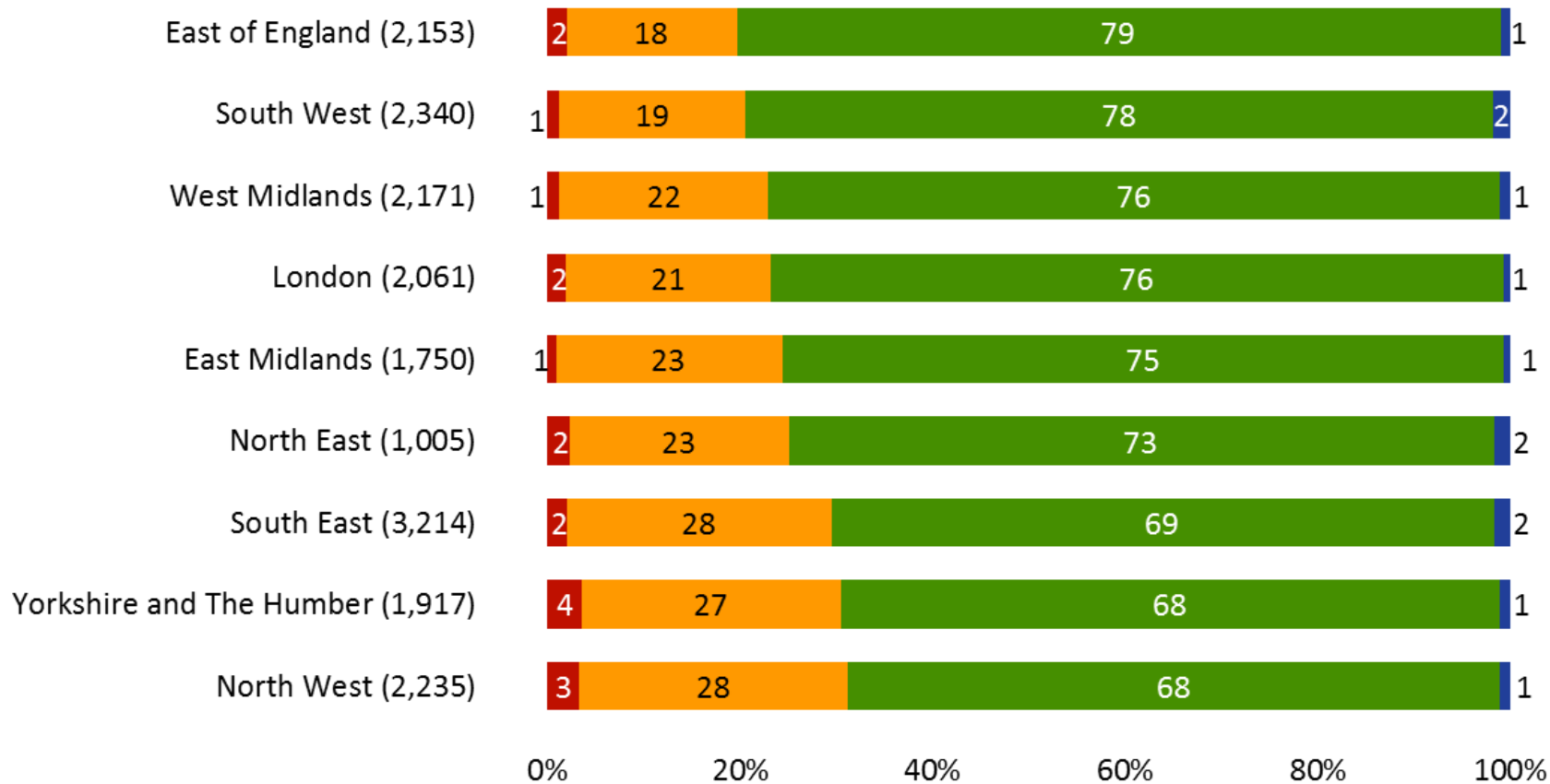
Residential social care ratings, by publication quarter				
Calendar quarter	Inadequate	Requires improvement	Good	Outstanding
2015 Q1	187	666	1050	7
2015 Q2	191	898	1307	4
2015 Q3	174	929	1277	15
2015 Q4	163	876	1514	13
2016 Q1	178	979	1813	18
2016 Q2	167	995	1850	29
2016 Q3	190	909	1558	32
2016 Q4	77	308	536	8

Overall ratings by publication quarter – Community social care



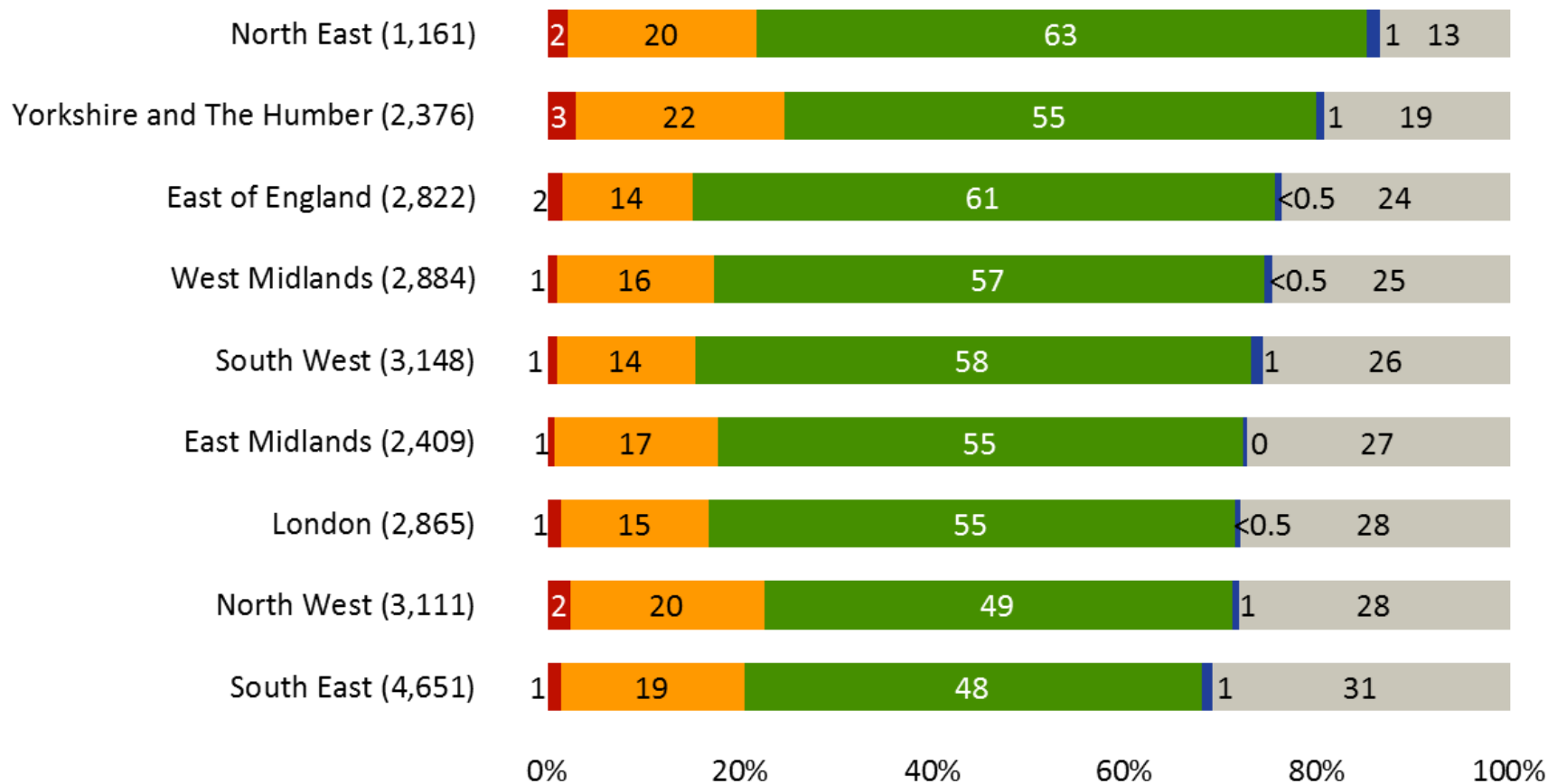
Community social care ratings, by publication quarter				
Calendar quarter	Inadequate	Requires improvement	Good	Outstanding
2015 Q1	18	63	186	5
2015 Q2	27	153	312	
2015 Q3	19	152	389	3
2015 Q4	28	184	470	2
2016 Q1	27	224	729	13
2016 Q2	35	274	867	13
2016 Q3	34	273	830	19
2016 Q4	21	105	327	9

Overall ratings by region (rated locations)



Figures in chart are percentages of rated locations

Overall ratings by region (all locations)

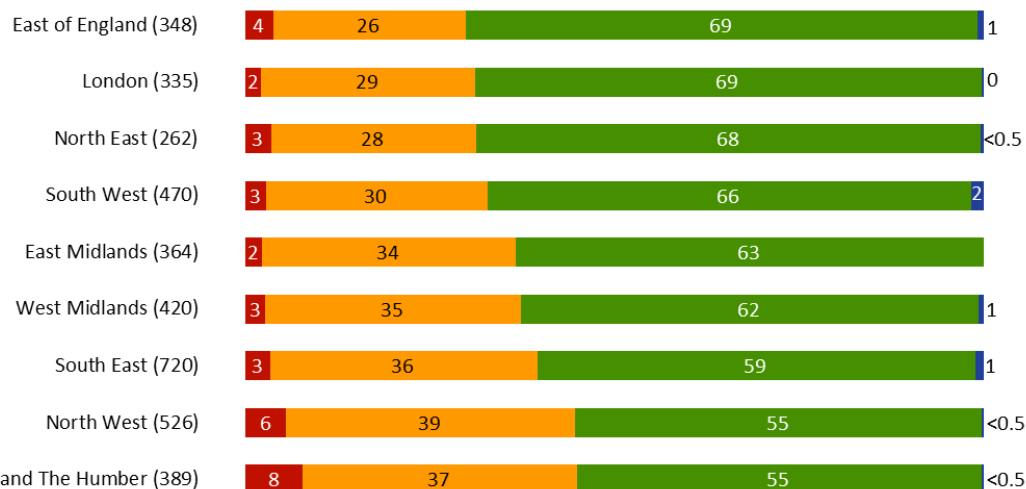


Figures in chart are percentages of all locations with the grey % being location not yet rated

Nursing and Residential ratings by region



Nursing homes



Residential homes



Figures in chart are percentages of rated locations

Review of outstanding 2016 actions

Issues raised by Trade Associations

Unit and architecture of registration

**Dave James, Head of Adult Social Care Policy
(interim)**

Provider information collection update

Louise Chapman

Provider Information Return (PIR) software update



We have recently upgraded the software we use to send and complete PIRs

- The forms should not look any different
- If you are using an older Internet browser users may experience some issues - try an alternative browser by copying and pasting the link.
- If users share the PIR form once they have started to complete, they may experience issues. For data protection purposes the system will automatically remove the information that has been entered.

Provider Information Collection – changes by year



Over the next 3 years the Monitor Programme will deliver an improved Provider Information Collection (PIC) :

- A Provider Information Collection solution is an enabler for a single shared view of quality. The solution ensures the type, quality and consistency of the information we capture is fit for purpose, is stored appropriately and securely, and can be accessed efficiently as required.
- PIC is a key enabler for CQC Insight as information collected feeds through to Insight.

2016-2017

Provider Information Collection:

- We will identify new method of digital information collection;
- We will commence design of a new digital collection system and build
- We will review the current ASC PIR content and approach
- We will deliver a road map for long term improvements.

2017-2018

Provider Information Collection (Part of Single Shared View of Quality-SSVQ)

- We will implement a new digital collection system;
- *We will deliver new improved PIR collection*

2018-2019

Provider Information Collection (Part of Single Shared View of Quality-SSVQ)

- We will continue to develop digital collection processes for notifications.
- Improve collection processes across sectors

2019-2020

Provider Information Collection

- We will enhance our digital mechanism to allow a minimum data set to be captured at registration;
- We will enable data to develop into a single shared view of quality;
- We will share that information with providers and with partners.

Update on Provider Information Return



We have been undertaking a review of the current PIR:

- To review the current questions and consider any amendments
- Identify any additional areas for inclusion

What have we done so far:

- Review existing feedback gathered from internal and external stakeholders
- Between July and August we also invited providers and strategic partners to review the questions and feedback any comments
- Structured meetings across the organisation to discuss feedback
- Ongoing review of evaluation form comments (part of the PIR)

Key findings so far

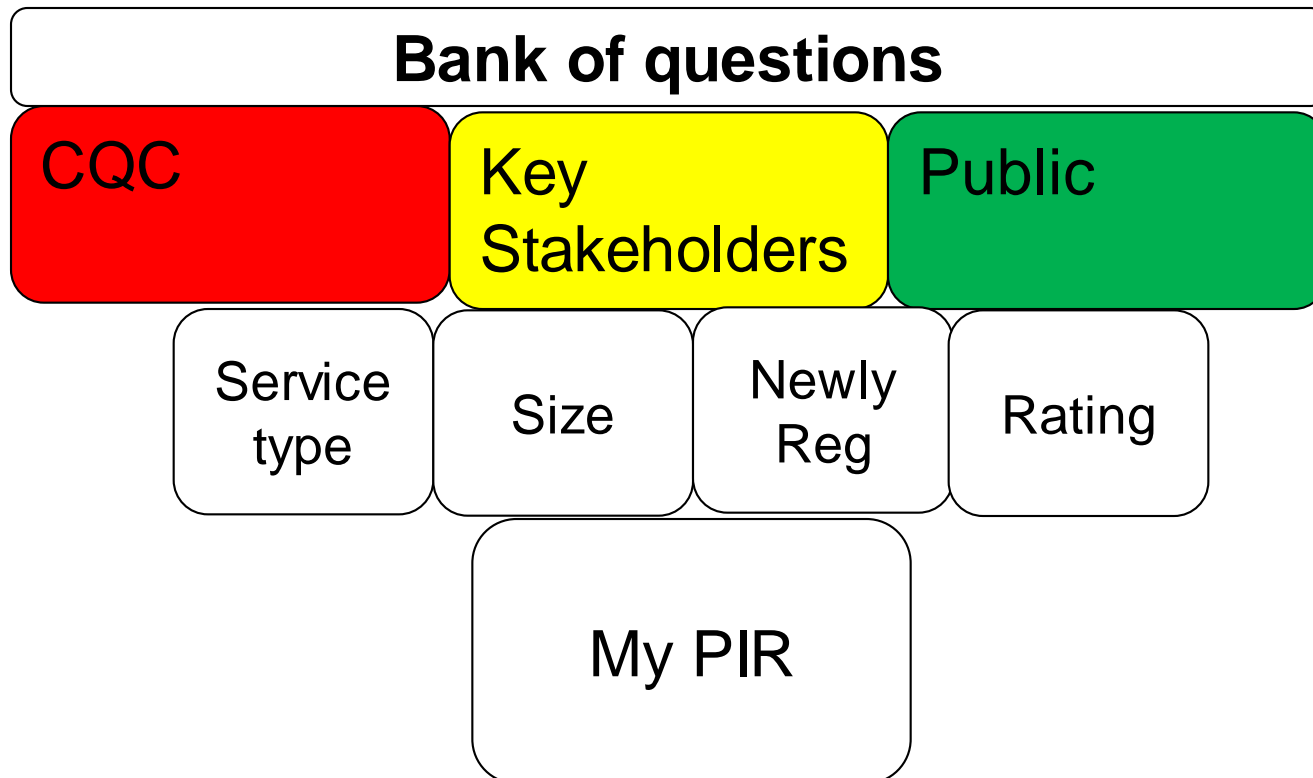


- High volume of feedback
- Key finding that the content is relevant and largely accepted
- Content changes requested have been to *increase* the number of questions
- The suggested improvements focused on:
 - Technology and processes
 - Guidance and support
 - Not receiving a PIR/ not receiving feedback
 - Reducing the burden
 - Tailoring our approach
- Number of areas that require further engagement and discussion these key themes and findings are now being used to shape the rest of the review which will be in coproduction

Key challenges



- How we can reduce the burden of collecting information
- How we change our thinking to be able to predict a decline in quality/performance
- How we become more responsive to those services that have previously had an inspection
- How we tailor our approach



Any questions?

AOBs

Dates for 2017 Trade Association meetings



2017 meeting dates	Time
Tuesday 17 January	10-12.30pm
Wednesday 8 February	10-11.30am
Wednesday 8 March	10-11.30am
Wednesday 12 April	10-12.30pm
Wednesday 10 May	10-11.30am
Wednesday 14 June	10-11.30am
Wednesday 12 July	10-12.30pm
Wednesday 9 August	10-11.30am
Wednesday 13 September	10-11.30am
Wednesday 11 October	10-12.30pm
Wednesday 8 November	10-11.30am
Wednesday 13 December	10-11.30am