Adult Social Care External Co-Production
12 January 2017 - Summary

Updates

CQC Insight and Provider Information Return (PIR)
CQC Insight is a tool to help monitor changes to performance indicators on quality using the latest ratings as a baseline. Prototypes are being tested by inspectors and we will develop improved versions over the next year. A revised PIR collection is being developed for Quarter 1 2017/18 to help CQC monitor providers and reduce duplication.

Public Engagement strategy
CQC's Board has agreed the objectives for the new strategy and the key changes for public engagement, including continuous, cross-sector engagement to inform inspection planning; and better use of digital engagement methods. These ideas will be consulted on and co-produced between January and April 2017, with the new strategy published in May 2017. You can email public.insight@cqc.org.uk or join the online public community to input.

Spring 2017 consultation
This consultation is launching in Spring 2017, with consultation on Adult Social Care and Primary Medical Services next phase. The first consultation on Hospitals next phase and the assessment framework for all sectors closed on 14 February 2017.

BBC Panorama programme
Andrea Sutcliffe talked to the group about the programme broadcast in November. You can read Andrea's blog about the programme here.

Co-Production Sessions

The level of registration
The group discussed a proposal to change the level at which CQC registers to the person or entity which has ultimate accountability for the carrying on of the Regulated Activities, which may be above location-level. The tables were asked:
1. Do you think this approach makes sense?
2. What things should we consider so that we avoid solving one problem but create new, different ones?

Encouraging improvement
Steve Allen, CEO of Friends of the Elderly, presented to the group his experience of working in partnership to improve a care home from Inadequate to Good. A discussion was then held on how to encourage improvement for Requires Improvement services, nearly half of which don't improve and 8% of which get worse. The tables were asked:
1. How should CQC respond to a service that remains in Requires Improvement after three plus inspections?
2. How should CQC respond to a provider that has more than half of its services as Requires Improvement and Inadequate?

Adult Social Care quality matters
The group discussed a cross-organisation project to develop a quality commitment for adult social care stakeholders. A draft of the commitment document detailing the priorities and workstreams of the project was shared and the tables were asked:
1. Are these the right priorities to support change?
2. Are there any gaps?
3. How can we best develop these workstreams?