

An overview of the CQC single assessment framework

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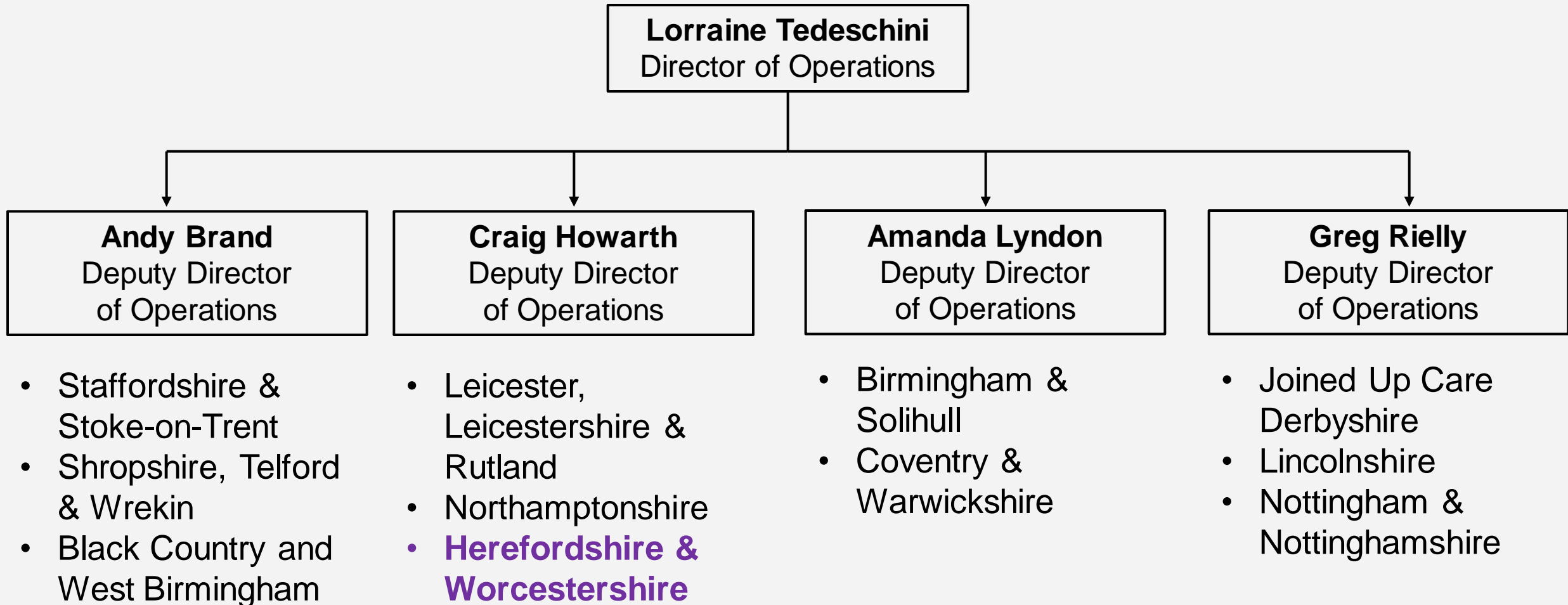


An overview of the CQC single assessment framework

To cover:

- Herefordshire and Worcestershire staffing structure
- Changed roles within the single assessment framework
- Overview of the SAF
- Questions

Our new structure



Our new roles

Inspector

Completes all onsite inspection activities and works with the Assessor to assess risks, write the inspection report and take necessary action.

Assessor

To continually monitor and assess risk across the IAIT and use this to decide regulatory response. To carry out off-site evidence collection. To work with the Inspector and IAIT to complete assessments and support enforcement action as needed.

Regulatory Coordinator

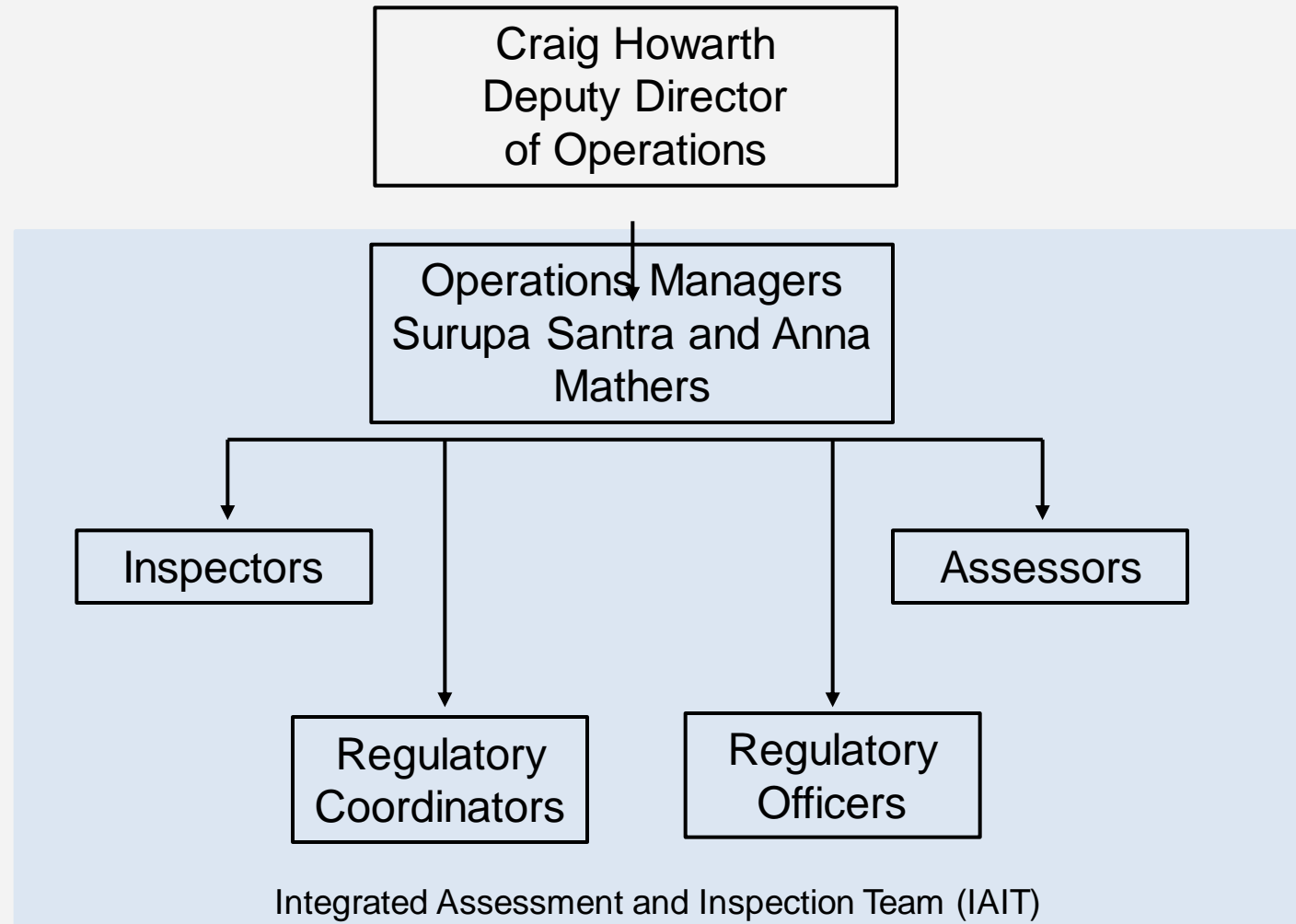
Main point of contact the IAIT. Manages ongoing engagement & intelligence sharing with providers, stakeholders and local public representatives. Supports the IAIT to ensure that there is an oversight of risk from provider, public and stakeholders.

Regulatory Officer

To work with IAIT colleagues to support in scheduling, preparing and completing assessments.

Our new teams

Herefordshire & Worcestershire
2 teams



Our Single Assessment Framework

- We've developed a single assessment framework. This will replace the current four separate frameworks and we'll use it to assess all service types and as the basis for assessing local authorities and integrated care systems
- We confirmed that our ratings and five key questions will stay central to our approach
- We're replacing our existing key lines of enquiry and prompts with '**quality statements**'
- We're moving away from separate 'monitor', 'inspect' and 'rate' steps.
- We will assess providers in a more flexible way to provide an up-to-date view of quality

The 5 key questions and quality statements:

Safe

- Learning culture
- Safe systems, pathways and transitions
- Safeguarding
- Involving people to manage risks
- Safe environments
- Safe and effective staffing
- Infection prevention and control
- Medicines optimisation

Effective

- Assessing needs
- Delivering evidence-based care and treatment
- How staff, teams and services work together
- Supporting people to live healthier lives
- Monitoring and improving outcomes
- Consent to care and treatment

Caring

- Kindness, compassion and dignity
- Treating people as individuals
- Independence, choice and control
- Responding to people's immediate needs
- Workforce wellbeing and enablement

Responsive

- Person-centred care
- Care provision, Integration, and continuity
- Providing information
- Listening to and involving people
- Equity in access
- Equity in experiences and outcomes
- Planning for the future

Well-led

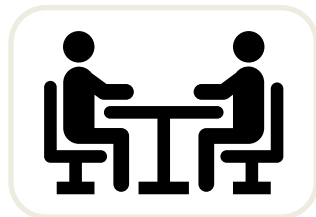
- Shared direction and culture
- Capable, compassionate and inclusive leaders
- Freedom to speak up
- Governance and assurance
- Partnerships and communities
- Learning, improvement and innovation
- Environmental sustainability
- Workforce equality, diversity and inclusion

Evidence categories

- We have defined six evidence categories: People's Experiences, Feedback from Staff and Leaders, feedback from Partners, Observation, Processes and Outcomes
- Not all categories will be required for all quality statements – this will be tailored to service type and quality statement



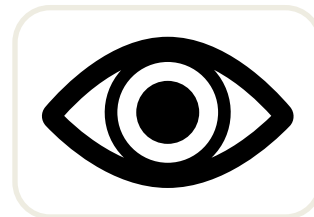
People's Experiences



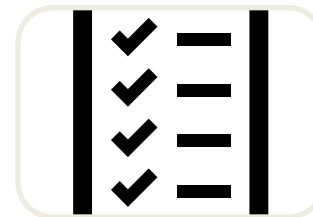
Feedback from staff and leaders



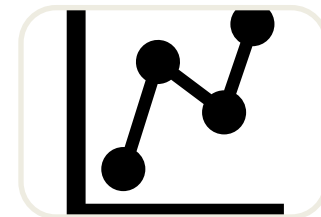
Feedback from partners



Observation



Processes



Outcomes

Differences between current and new methodology

- Relationships will be managed differently with providers; day-to-day management will be undertaken by the sector Assessor within teams.
- Reports much shorter. 'Scoring' shown transparently so providers, stakeholders and public can compare with similar providers, or see how close they are from moving up or down a rating.
- Ratings can be changed from an off-site assessment.

More information about the Single Assessment Framework

[Single assessment framework - Care Quality
Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

Assessing LAs and ICSs

- This work is being undertaken by specific teams within CQC, outside of the operations team who undertake regulatory activity.
- Both of these sets of assessments will use the SAF.
- See the following links for specific information.
- <https://www.cqc.org.uk/news/our-approach-assessing-integrated-care-systems>
- <https://www.cqc.org.uk/guidance-regulation/local-authorities/introducing-assessments#:~:text=Assessing%20how%20local%20authorities%20meet,our%20approach%20through%20pilot%20assessments>

Thank you for listening

Any questions?

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