

The CQC's new monitoring approach webinar – Adult Social Care



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Monday 20 September

Developing our approach to monitoring 2021/22



Over the last year, driven by a need to adapt to the pandemic, we have made real progress in using data and insight to monitor services and in 20/21 we continue to:

- Develop our ability to better monitor risk to help us be more targeted in our regulatory activity **as we emerge from the pandemic and prior to a new assessment framework in 2022**
- We have been able to bring **information about a service together in one place** for inspection teams, presented in a way that enables us to make better decisions
- Help us to give an **up-to-date view** of our activity, (or assurance that we don't need to undertake any activity at this stage) to people who use services; while developing elements of how we want to work in the future
- We will continually review and learn from this process.

How our monitoring works



- Monthly reviews of all the data and information we hold about all services to help us continually prioritise our activity
- For services where our information review cannot find evidence that we need to reassess the rating or quality at a service we will publish a short public statement on the service's webpage
- For services where our information review suggests we may need to review the quality of care we'll carry out further monitoring, including a call with the provider; a monitoring review will not change ratings
- We may also cross the threshold and inspect which could be targeted at an area of concern, or wider, enabling us to re-rate the service
- We will quality assure the information review Model by inspecting a number of Good and Outstanding services
- We will consider and be aware of improved services; for some we will cross the threshold and re-rate in 2021; especially where the current rating is causing problems with capacity in the system; we do not have capacity to assess every service for improvement.

For Adult Social Care



Adult Social Care information review contents:

- CQC Registration information; type of service, size of service and registered manager status
- CQC Judgements: Current ratings, compliance with regulations, outcomes from monitoring activity and length of time since last inspection
- CQC received information: statutory notifications, complaints, safeguarding, whistleblowing and Give Feedback on Care
- CQC activity: any regulatory activities currently in progress

Based on current information approximately **60% of Adult Social Care would receive a public statement with roughly 6% recommended for inspection.**

Our communication with services and the public statement



Public Statement that will be published on our website for services where our information review does not indicate anything of concern:

"We carried out a review of the data available to us about [SERVICE NAME] on [DATE]. We have not found evidence that we need to carry out an inspection or reassess our rating at this stage.

This could change at any time if we receive new information. We will continue to monitor data about this service.

If you have concerns about XYZ Care Home, you can [give feedback on this service](#)."

We will add this text to our website to inform the public about this outcome.





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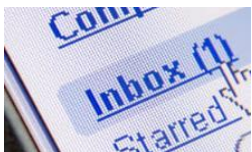
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