

CQC's new regulatory approach webinar

**Kate Terroni, Deputy Chief Executive
Chris Day, Director of Engagement**

Thursday 13 April

Meet the webinar team

- **Amanda Hutchinson**, Head of Policy - Regulatory Change
- **Sam Wallace**, Provider Engagement Lead
- **Jen Charlton**, Provider Engagement Lead
- **Sarah Cowley-Beadman**, Provider Engagement Improvement Lead
- **Abigail Walker**, Communications and Engagement Manager
- **Steph Lowe**, Events Officer

CQC's April webinar series

13 April (watch on our YouTube channel)

Local Authority assessments

This webinar will focus on our approach to assessing local authorities and what this means for you.

13 April (today)

CQC's new regulatory approach

This webinar we'll be updating on our implementation timeline for our new regulatory approach and new provider portal.

17 April

Integrated care system assessments

This webinar will update on our approach to assessing integrated care systems

What we will cover today

- A recap on how we're changing and why
- How our new single assessment framework will work
- Our new provider portal
- When we're implementing these changes
- Q&A
- What's next



Our new regulatory approach

Why we're changing?

- To have a greater focus on care across local areas or systems
- To use our new regulatory powers effectively to improve people's care
- To make our regulation less complex and more efficient
- To regulate in a smarter way
- To work better with the sector as it changes and recovers



Our transformation

Our transformation and new approach will build on three key pillars:

1. Our strategy
2. Our risk-based approach during the pandemic
3. Our new statutory roles

Underpinned by the data we gather, we will use our new and existing powers to improve people's care.



We're changing how we work and how we regulate

What will change?

Our new approach will fall into four main areas:

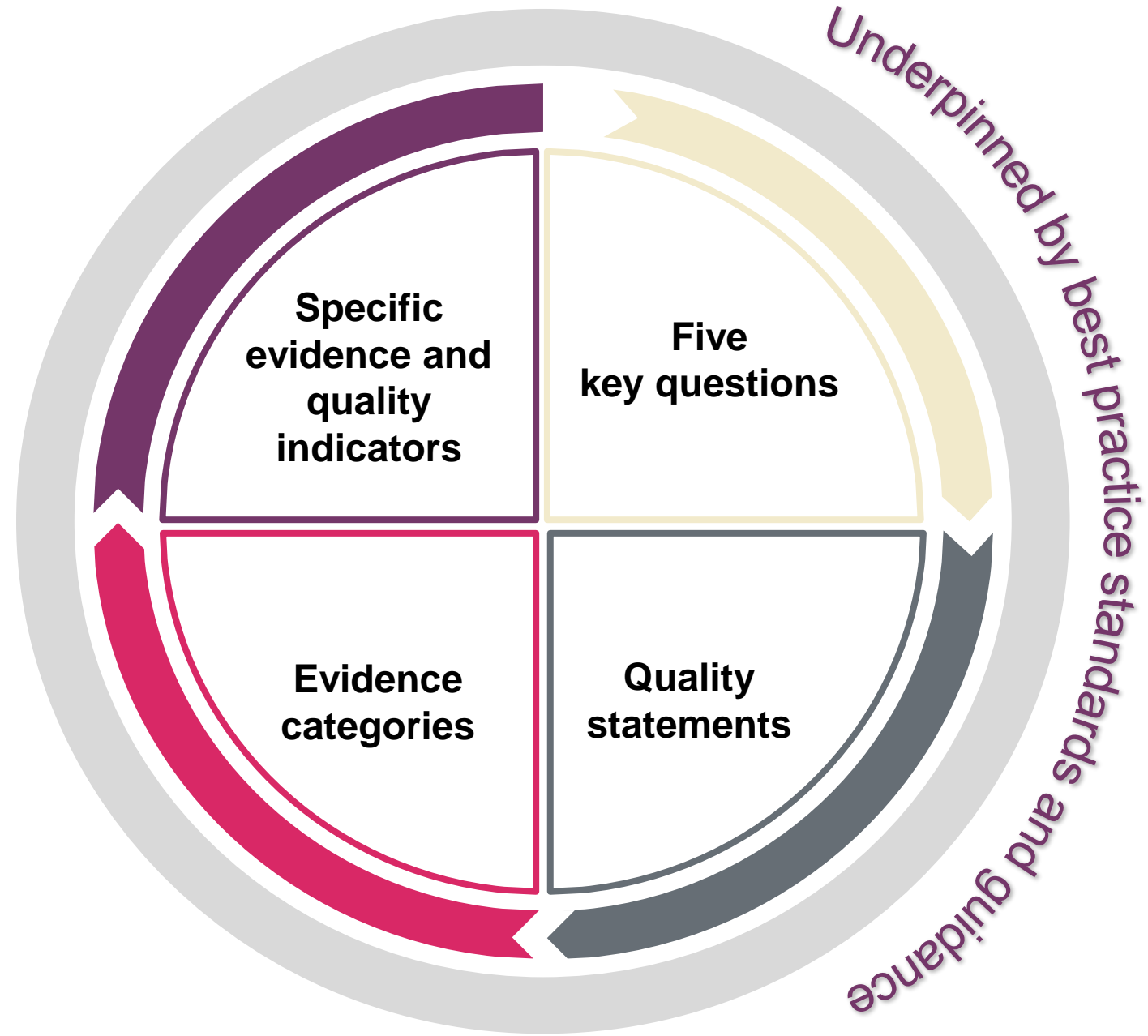
- **New technology** – we'll make it easier to interact and share information with us, and easier for us to use it more effectively
- **New policy** – we'll use a single quality assessment framework for all service types and at all levels
- **New ways of organising** – we'll be working in Integrated Assessment and Inspection teams to make sure we can look at quality better across an area
- **New powers** – we'll build on our previous activity looking at how services work together across a local area with new powers to look at Integrated Care Systems and local authorities



Our single assessment framework

Our framework will assess providers, local authorities and integrated care systems with a consistent set of key themes

- Giving us an up-to-date view of quality
- Helping us better identify trends and patterns across areas



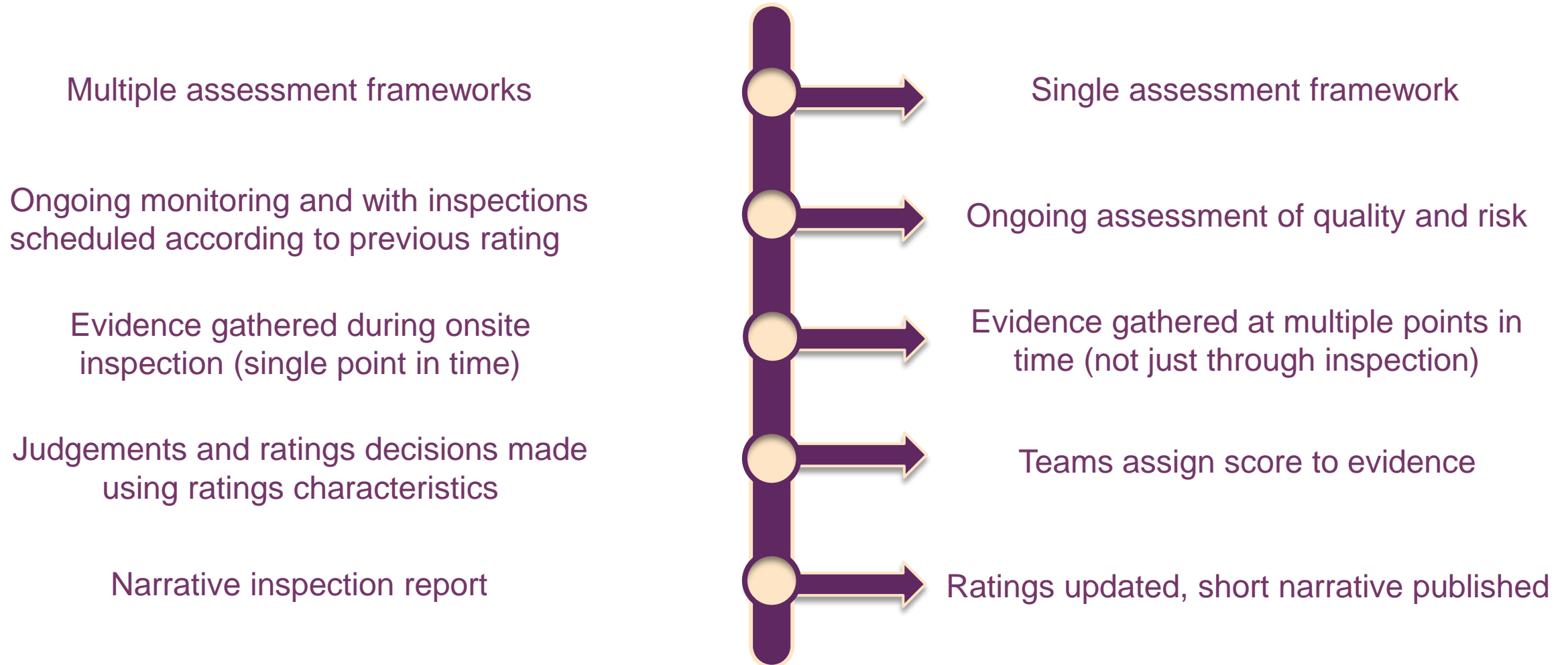
What we've shared

So far we've published information on:

- **Quality Statements** – we've published all 34 new quality statements, grouped under our five key questions
- **Evidence categories** – detail on the six evidence categories we'll use to assess against all our quality statements
- **How we'll assess services** – how assessments will work using our new regulatory approach, including our new approach to scoring



Changes to our regulatory approach



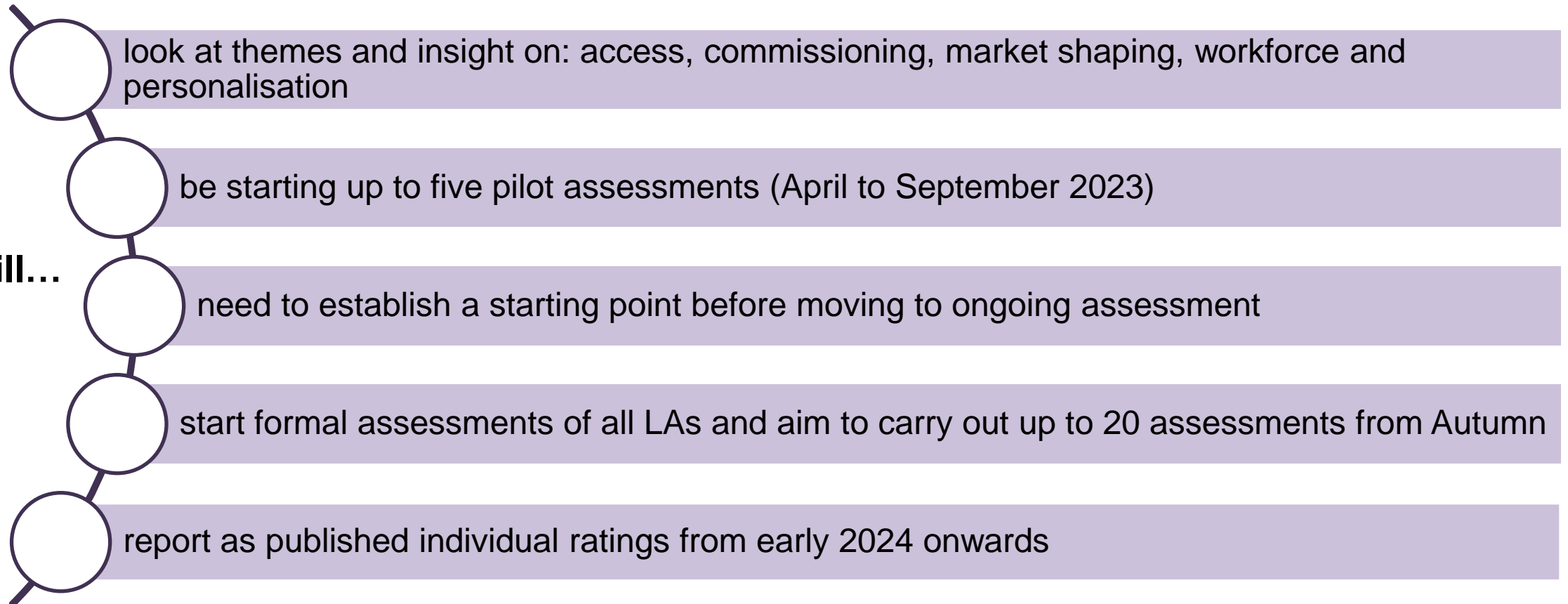
Local authority assessment



From 1 April, we'll start to review data and published documentary evidence across all local authorities, focusing on two quality statements;

1) Care provision, integration and continuity; 2) Assessing needs

We will...

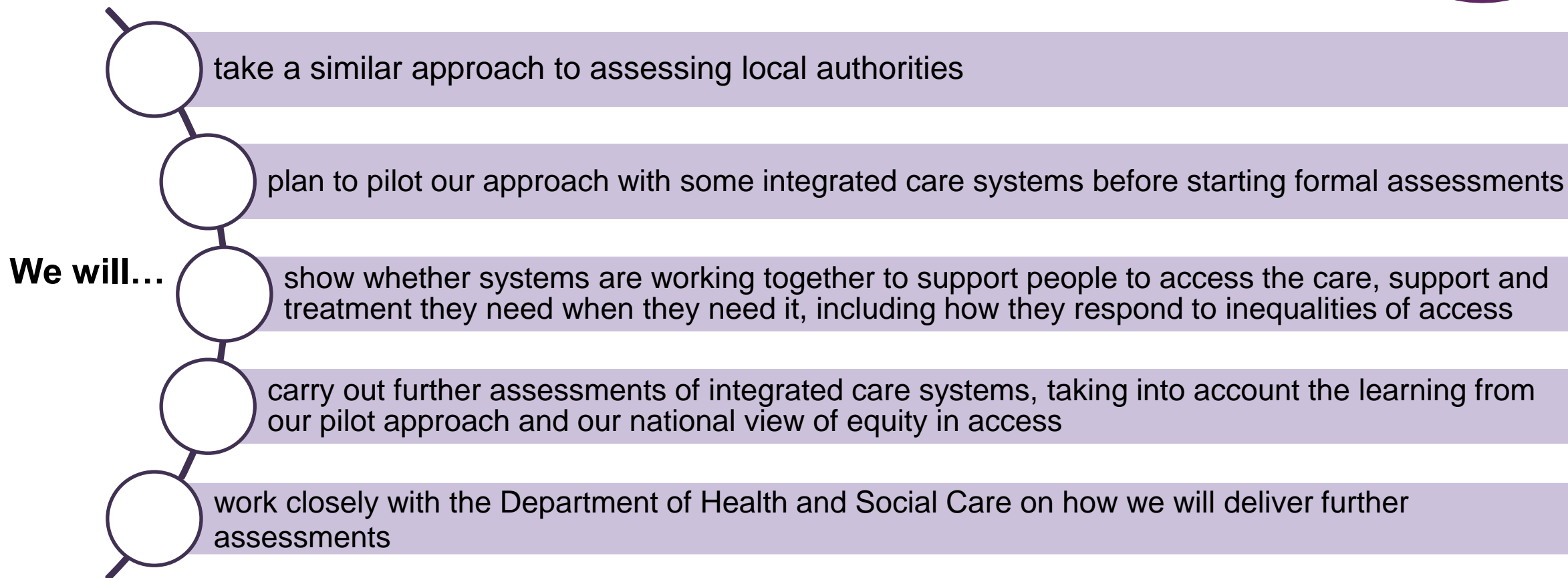


Integrated care systems



From 1 April, for integrated care systems, we will start to form a national view of performance, initially focused on themes in this quality statement:

- Equity in access



Our new online portal

We are creating a new online portal – a one stop shop for providers.

We want to make it easier for providers to work with us and give our teams better information. The portal will be simple and intuitive and allow us to collect data in a more structured format.

Once fully launched, all providers will be able to:

- Register or apply to make changes to their registration
- Submit notifications and share information
- Access and update data CQC holds about you



When these changes will happen

Now

We'll focus on:

- Working with providers to develop our new regulatory approach, ensuring we're on the right track
- Putting technology in place and testing with providers

Summer

We'll launch our new online provider portal in stages providing support and guidance. We'll start with:

- Providers being able to submit statutory notifications
- We'll improve how we use information we receive from both providers and the public

Later in 2023

We'll gradually start to carry out assessments in the new way:

- Using our new assessment framework powered by new Integrated Assessment and Inspection teams and supported by our new technology
- Providers will be able to apply to register with us and make ongoing changes to registration through the portal
- All of our online interactions with providers will be on the portal, including enforcement activity

In summary..

- It's important to make sure we are doing the right things at the right time – and adapting as we go
- We won't change everything at once
- We want to learn as we go, starting small and rolling out the changes in stages
- Feedback will be key, and we will adjust plans if necessary
- We'll be clear at every step about what it means for you
- We'll use the voices of those involved to tell the story



What next

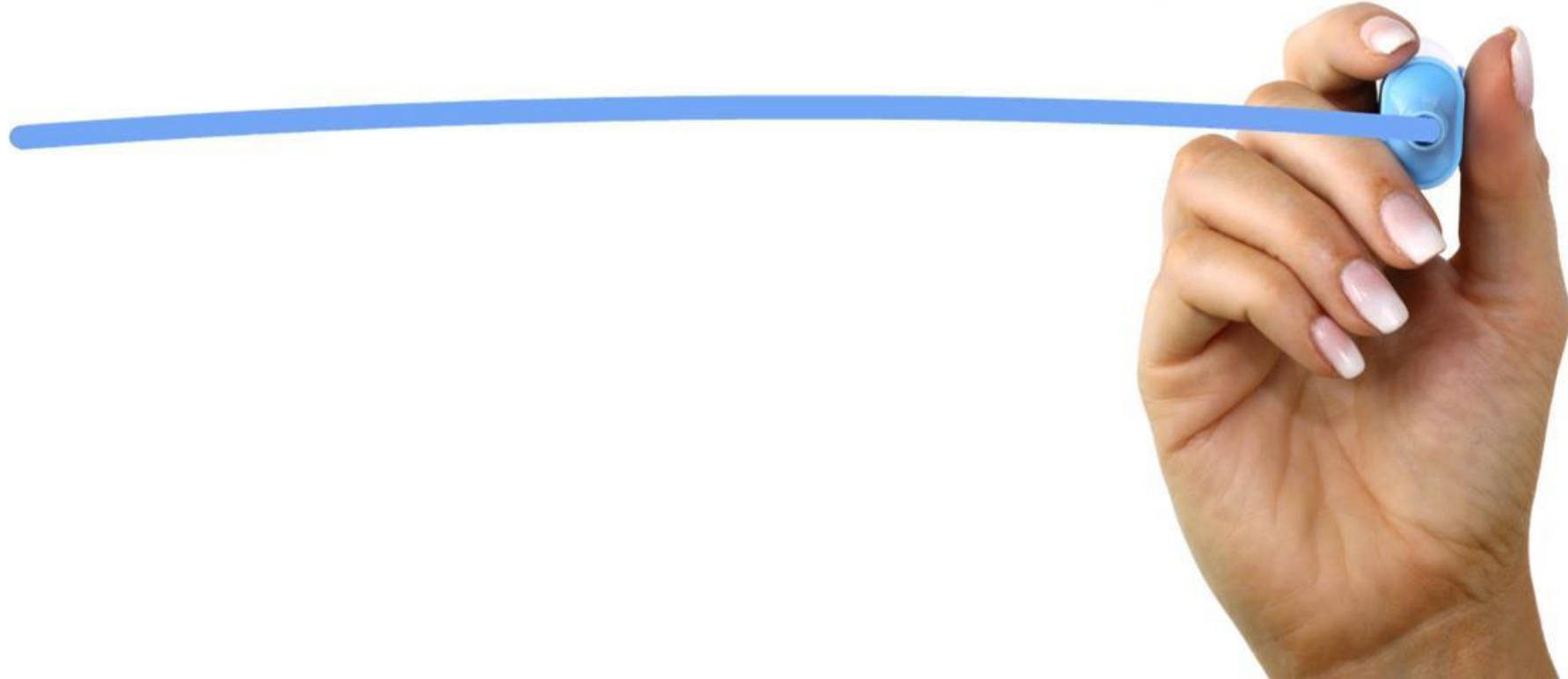
Across 2023 we'll be delivering a comprehensive campaign to help providers get the information they need to be ready for our changes, including:

- Updates on our timeline for implementing the changes we've discussed today
- Signposting to full provider guidance
- When you'll be able to sign up to our new provider portal
- And much more

Look out for our campaign across email bulletins, social media and our website



QUESTIONS



How to stay up to date



Get involved on our digital platform

Continue the conversation

Sign up here: <https://cqc.citizenlab.co/en-GB/>



Provider bulletin and blogs

- Sign up for your sector bulletin here:
<https://www.cqc.org.uk/news/newsletters-alerts/email-newsletters-cqc>
- All blogs can be found on our medium page:
<https://medium.com/@CareQualityComm>



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