

A grayscale photograph of two women sitting at a table, looking at a document together. The woman on the left is wearing a striped shirt and a headwrap, while the woman on the right is wearing glasses and a cardigan. The background shows a kitchen setting with cabinets and a vase of flowers. The image is overlaid with a semi-transparent purple text box.

# Implementing our new assessment approach and provider portal

# Meet the webinar team



Chris Day, Director of  
Engagement



Amanda Hutchinson, Head of  
Policy, Regulatory Change



Stuart Dunn, Principal Lead  
Subject Matter Expert

# What we'll cover today

Today's webinar will share how and when we plan to implement our new assessment approach and provider portal

- When we'll start using our new assessment approach
- How we'll support providers to prepare
- How you'll be invited to join our new provider portal
- How we'll keep you informed

# Upcoming webinars

Every month we'll have at least one webinar that will explore aspects of our new assessment approach and other ways we're changing.

These webinars are designed to give people who work in health & social care the information they need to understand how we're changing the way we assess.

Upcoming sessions include:



Late August

- Introducing quality statements and evidence categories



September

- How we'll collect and score evidence to produce ratings



October

- Frequency of assessment in the new regulatory approach

# Our new assessment approach

# New assessment 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

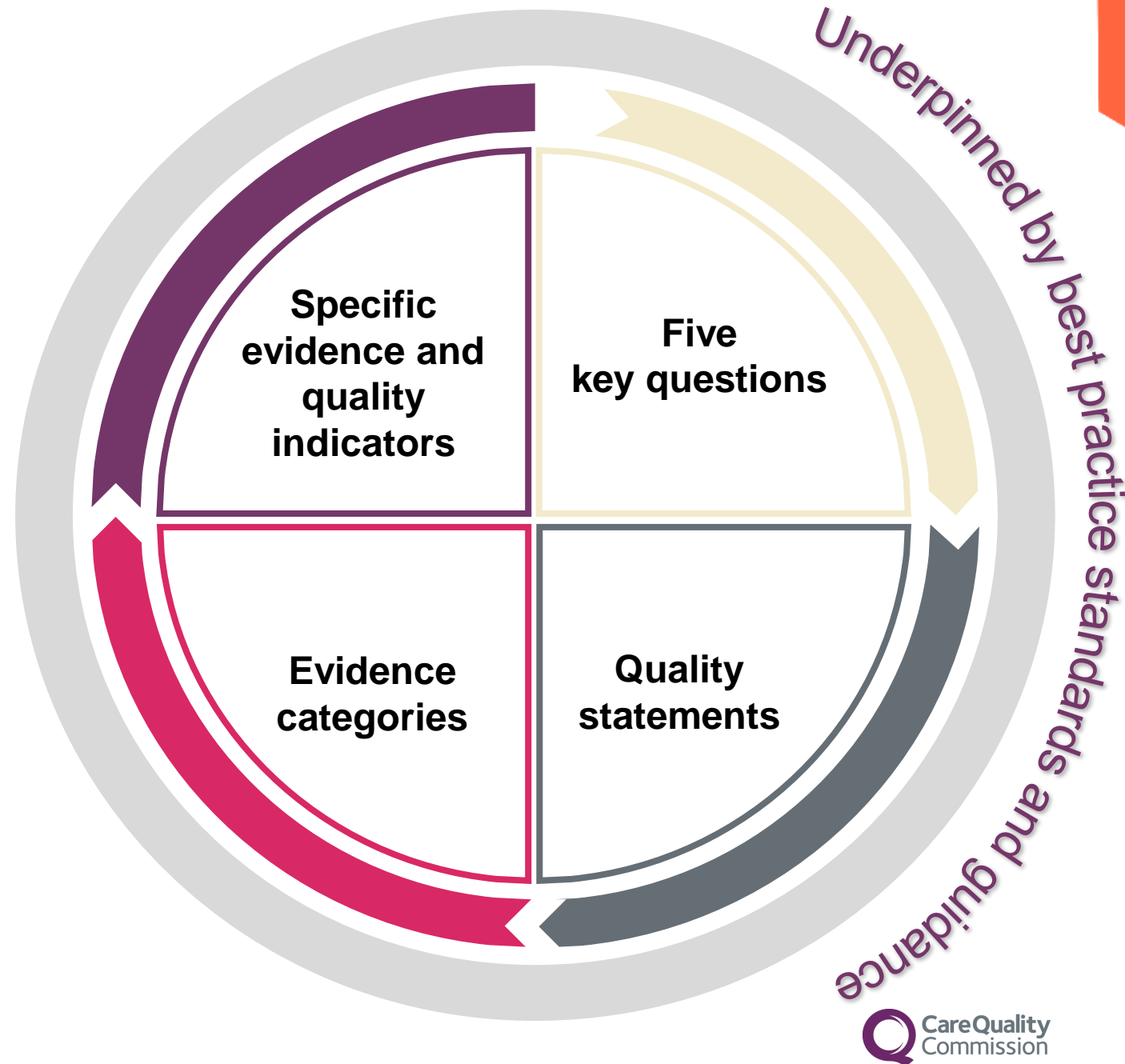


# New assessment approach

Our single assessment framework

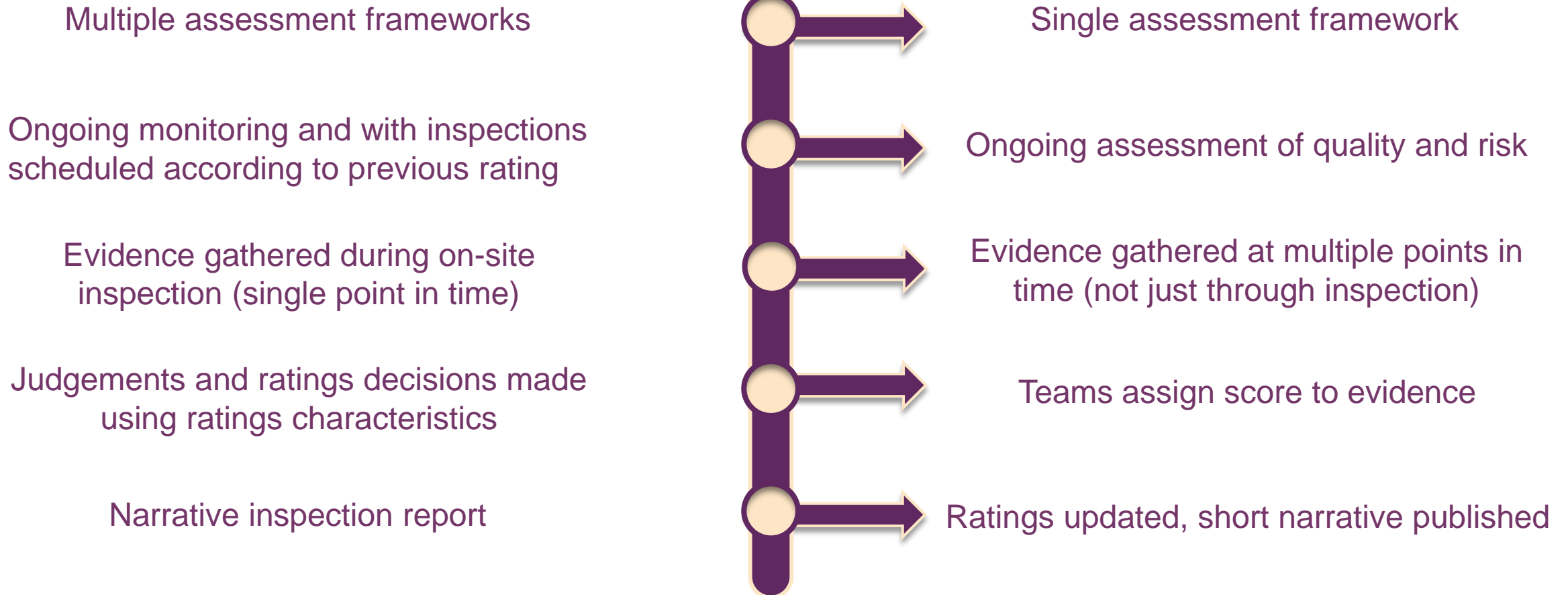
Our framework will assess providers, local authorities and integrated care systems with a consistent set of key themes

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



# New assessment approach

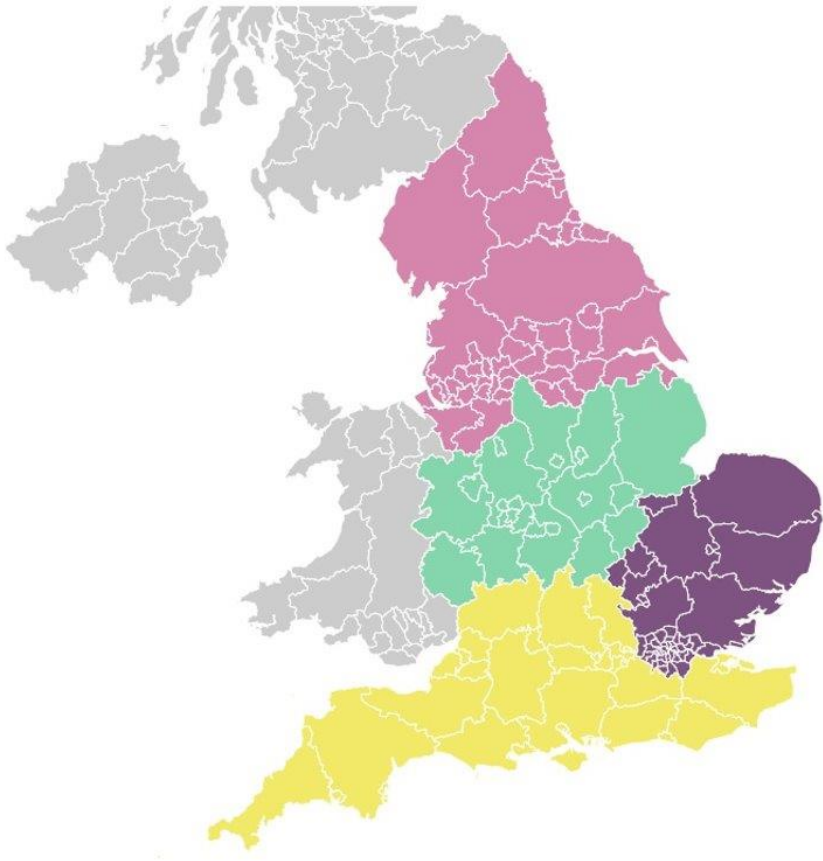
## What's changing





# Our new structure

Operations and regulatory leadership



- **Regulatory leadership** is led by the Chief Inspectors, and focuses on raising standards, policy oversight, and external influence
- Our **operational teams** work across four geographic networks, with a mix of specialist skills and knowledge to regulate in a way that mirrors how care is delivered

We'll have a system view and focus on listening to people and communities

# Our new teams

## How we'll deliver assessments

- Bringing together all our sector specialists into one team
- Based around four geographic areas or 'networks'
- Teams will be led by an operations manager, and made up of inspectors, assessors, regulatory co-ordinators and regulatory officers
- Supported by senior specialists
- National operations
- All supported by a central hub



# How we're implementing

## Network by network



- We will start implementing our new approach from November 2023
- We will roll out by geographical networks
- Starting with the South Network in November
- We will then roll out in other geographical networks in a staged way, up to March 2024
- We will continue to adapt our new approach based on your feedback
- We'll continue to use our current regulatory approach in areas we have not yet implemented
- From the end of March, we will be using our new approach with all providers

# How we're implementing

## Prioritising activity

- It will take time for all providers to receive an assessment under our new approach
- Our assessment activity will be driven by a combination of planned and responsive work
  - **Planned:** A set of minimum or priority quality statements that we'll assess within a time period for each sector, guided by scheduling
  - **Responsive:** information of concern, notifications, national data



# How we'll support providers to prepare

What guidance is currently available and what is coming



- We've already published some guidance that describes our new regulatory approach, over the coming weeks we'll be publishing more
- Guidance and other information will be shared through email bulletins and supported by a communications campaign
- We'll also have monthly webinars up to March 2024 where we talk through elements of our new approach in detail



# How we'll keep you informed

Campaign, bulletins, webinars

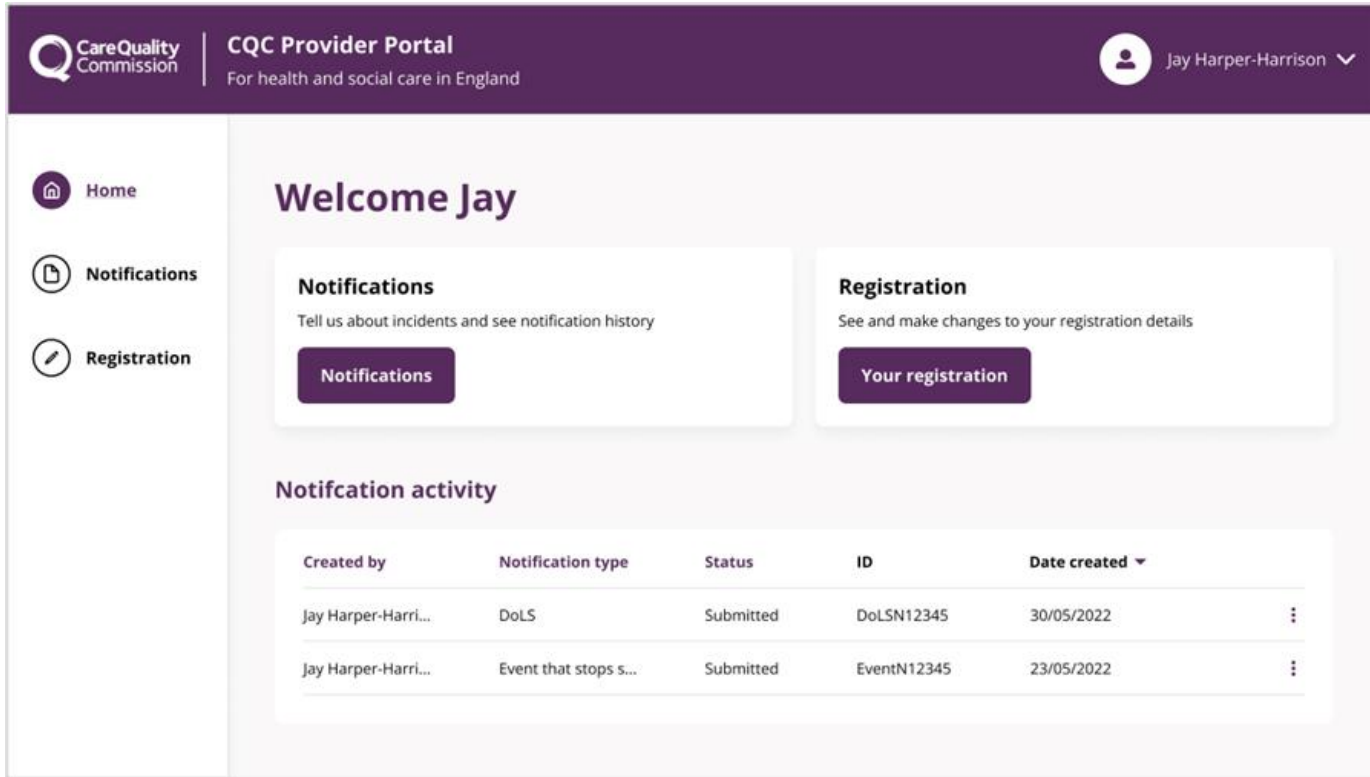
- Earlier this week we published a public news story on our website highlighting the timeline to introduce our new regulatory approach
- We'll share updates like this with all providers through email bulletins, and on social media
- We'll deliver a series of webinars over the next year to describe the detail of how we're changing



# Our new provider portal

# Our new provider portal

What it is and why we're introducing it



The screenshot displays the CQC Provider Portal interface. At the top, the Care Quality Commission logo and 'CQC Provider Portal' are visible, along with the user name 'Jay Harper-Harrison'. The main content area is titled 'Welcome Jay' and features two primary action cards: 'Notifications' (with a subtext 'Tell us about incidents and see notification history') and 'Registration' (with a subtext 'See and make changes to your registration details'). Below these is a 'Notification activity' section containing a table of recent notifications.

Created by	Notification type	Status	ID	Date created
Jay Harper-Harri...	DoLS	Submitted	DoLSN12345	30/05/2022
Jay Harper-Harri...	Event that stops s...	Submitted	EventN12345	23/05/2022

We are launching a new online portal to enable providers to interact with us in a simple and intuitive way.

Some examples of what this new portal will allow providers to do:

- Easily share information with CQC, including submitting notifications
- Register or apply to make changes to their registration
- Manage their user accounts and easily access information about their activity



# What you'll be able to do in the portal

We're gradually adding functionality across 2023

From August invited providers will be able to:

- Enrol to the portal
- Submit four types of notification:
  - SN18 Serious Injury
  - SN18 Events that stop service
  - SN16 Deaths
  - SN18 Deprivation of Liberty Safeguards (DoLS)

From November invited providers will be able to:

- Register with CQC for the first time
- Carry out registration variation activity
- Submit all types of notification
- Delegate access to colleagues in your organisation



# How we're rolling out

By invite only and in small numbers at first

- Across August we'll be inviting 230 providers to join our new portal
- Currently, only providers that we invite will be able to join
- We'll use the time in August to test functionality and use any learning for wider invites from September
- Looking to invite all providers to join by March 2024
- As part of this, we'll be seeking feedback from providers who are invited to join

The world of health and social care is changing, and so are we



The world of health and social care is changing. So are we.

## New CQC portal: sign up today

We emailed you a few weeks ago about joining our new portal.

We're pleased to provide you with login details today.

[Sign up to the new CQC portal](#)

### How to get started

1. Sign [into the portal](#)
2. Enter the information requested to create your account. We will have used this email address to set up your user profile
3. Set a new password
4. Watch a short video tutorial on how to use current functions on the portal
5. Start to submit notifications through the new portal

If you want to use another email to access our new portal you'll need to update your details in the existing portal or by visit [cqc.org.uk/change-contact-notification](https://cqc.org.uk/change-contact-notification).

We'll be contacting you in a few weeks to ask you about your experiences of using the various functions on our new portal. Should you have further questions about the portal in the meantime, please do contact us at [providerportalqueries@cqc.org.uk](mailto:providerportalqueries@cqc.org.uk)

We look forward to welcoming you onto our new portal and thank you for your continued support.



# Improved digital services

Benefits of the portal and other digital services



- A smoother, more functional experience for providers to interact with us
- Better data to look at local areas and respond more effectively



# #CQCIsChanging

New portal rollout ----->

New assessment framework ———>

August 2023



November 2023



Check your organisation's contact details are correct: [cqc.org.uk/change-contact-notification](https://www.cqc.org.uk/change-contact-notification)



# Questions



The world of  
health and social  
care is changing.

So are we.



# 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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