

This bulletin is intended to be cascaded to staff through conversations at team meetings and not solely forwarded for distribution via email.

CQC Assurance Staff Briefing – November 2023

Welcome to the second update bulletin for the CQC assurance process in Adult Social Care.

We hope this bulletin will support managers at all levels to share information about CQC assurance preparations with teams so that staff feel informed and ready for this process.

If you have any questions then please send them to: **Asc.assessment@camden.gov.uk**

What is the CQC Assurance?

The Health and Social Care Act 2022 gave the CQC new powers to assess local authorities. This has been implemented since April 2023. The framework consists of 9 quality statements mapped over 4 overall themes. The themes are:

- Working with people
- Providing Support
- How the local authority ensures safety within the system
- Leadership



Each of these themes will be used to help CQC determine whether a local authority is providing high-quality support to people who draw on services. We are confident in the support we provide to residents in Camden, and the CQC assessment provides us with the opportunity to gather evidence which demonstrates the way we work with people.

CQC have stated that they will provide 9 weeks' notice to local authorities before the onsite inspection phase is to take place. The first local authorities will be notified early in December meaning the first wave of inspections will start early in 2024.

What will happen in the CQC Assurance Process?

Before the assessment begins, CQC will review all publicly available data to develop their Key Lines of Enquiry (KLOE), these will reflect the themes and statements mentioned above. We will be asked to share our local self assessment and provide a data return before the on-site inspection takes place. When an on-site inspection begins, this will involve focus groups with stakeholders and conversations with staff.

During Camden's Assessment the CQC will be looking at evidence across 6 categories to determine how the local authority performs against their framework:

- People's experience – talking to people who draw of services and their carers
- Feedback from staff and leaders
- Observations of care
- Feedback from partners
- Examining our processes
- Looking at the outcomes of care



Our CQC Assurance journey so far

Since the announcement of the CQC's new regulatory powers, steps have been taken by managers at the Council to prepare for inspection. Here is our journey so far:

Work is currently ongoing to complete a self-assessment to determine areas of strength and areas that require us to focus more on in our services. We will share our learning from this process with staff in the coming weeks.

Team and Service Managers are engaged in discussions regarding how to best prepare staff.

The section on the practice guide has been expanded to provide information for staff about CQC assurance processes. You can find the section here: <https://ascpractice.camden.gov.uk/supporting-you-in-your-role/cqc-assurance/what-is-cqc-assurance/>

Work is in train to prepare senior leader visits to meet staff and people who draw on services in the Borough to hear feedback, opinions, and perspectives. Voluntary community and service providers have been informed about the work, and what it means to them.

Come and hear more about this over refreshments at our in-person Staff Forum on the 13th December at 5PS, 11:30-1pm in rooms 10.10/11.

Health and Care Act 2022 comes into effect 28 April 2022

CQC gains new regulatory powers to inspect local authorities

Position statement exercise Summer 2022

We began to assess where we currently stand as a council

Checklists and Validation February to June 2023

We created a checklist to assess different areas of the service

Self Assessment July to December 2023

The checklist and other tools are being used to gather the necessary evidence for assessment

Where we are now, Preparing for Inspection

We are in the process of preparing for inspection which could be as early as the start of 2024

Inspection (TBC)

CQC will give us 9 weeks notice of the day they intend to begin the assessment

Communication with staff across ASC

We know the importance of effective communication in helping us in our preparations for inspection. We would like to hear from staff right across our service about what you would like to know about the most, and how you would prefer to be updated in future.

Please do feedback your team discussions, ideas and questions, particularly for answers to frequently asked questions to asc.assessment@camden.gov.uk