

*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 – January 2024**

Welcome to the third 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](mailto:Asc.assessment@camden.gov.uk)**

### **Progress Update**

As a CQC inspection could be announced for Camden at any time, we are continuing to progress our preparations. Weekly meetings are held to discuss and agree actions to support our evidence gathering, audit list, and self-assessment activities.

Further guidance from CQC has been published including the full reports on the pilot assessments which concluded at the end of last year.



You can read the reports for the 5 local authorities who were involved in the pilot here: <https://www.cqc.org.uk/care-services/local-authority-assessment-reports>

Alongside the publishing of the reports, CQC have also published guidance on the data and evidence they will request when we are notified of our inspection, and this will form part of an Information Return. We are currently gathering the required data to ensure it is ready for when the inspection date is announced.

CQC has also announced the first wave of local authorities' inspections. Local authorities have been notified they will be inspected and will have 9 weeks to prepare for the on-site inspection. In the meantime, they will be preparing to finalise their Self-Assessment and Information Return which is required by CQC within 3 weeks of notification.

### **Staff Focus Sessions**

Recent staff sessions provided us with real insight into informing our CQC action plan. We held a Staff Forum in December to allow us to better understand areas of focus for staff. We discussed:

- Co-production
- Equalities
- Ensuring Data Supports strategic planning
- Support for carers
- Transitions, and improved experiences of transition, and
- Improvements to the way we manage direct payments and financial assessment.

You can find out more about focus sessions, as well as other preparations for the CQC Inspection on the Adult Social Care Practice Guide:

<https://ascpractice.camden.gov.uk/supporting-you-in-your-role/cqc-assurance/>

## Our approach to Adult Social Care at Camden

At Camden, we use a What Matters approach to Adult Social Care. What Matters focuses on strength-based practice and is built around the three conversations framework. The core principles to the approach are:

- Listen actively and connect people and families/carers to things that matter
- Work Intensively with people in crisis to enable them to regain stability and control
- Support People who need long-term care and support to build a good life.

The strength-based approach allows staff to understand residents' strengths, areas of development, and to help them achieve a choice filled life.

The work you do every day to support our residents for example ensuring high quality recording, effective supervision and reflective learning and practice, all contribute to our being able to show in our preparations, what we are proud of how in the work to improve outcomes for our residents.

The principles we use in our What Matters, Strength-Based approach are:

We assume everyone has strengths, potential and something positive to contribute

We recognise that strong relationships are central to people's wellbeing

We help people to maintain hope so they can see possibilities

We work alongside people to give them choice and controls and to develop their skills and capabilities

We stay curious because we recognise that everyone has a unique story to tell

We build resilience so that people feel equipped to deal with challenges they face now and in the future

We acknowledge that positive risk taking is an essential part of independent living

We are committed to getting to know the community we service and developing links and opportunities within it

We use plain, non-judgemental language in a way that shows respect to people

## 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](mailto:asc.assessment@camden.gov.uk)