

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 – March 2024

Welcome to the fifth 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**

Progress Update

Notifications of Local Authority CQC inspections continue to be announced. These notifications appear to be on a monthly basis. Notably, Barnet Council in the same ICB area as Camden have received a notification. This means that it is likely that we will receive notification within the next 6 months. Preparation activities are still taking place in 4 key areas.

Self-Assessment

The self-assessment is a tool we will use to convey to CQC what we are proud of and indicate to them where we have focused work to do. The self-assessment is currently being finalised and will be presented in May.



Following the completion of the self-assessment, themes and actions will be shared with staff across Adult Social Care to learn and inform our approaches. Themed workshops are being planned using the CQC themes and quality statements to capture staff experience and views. The Self-Assessment is intended to be reviewed and updated on an ongoing basis so that it is always up-to-date.

Information Return

In response to the more detailed information request guidance provided by CQC in December 2023, we have collated the data and narratives, strategies, and plans to submit to CQC when notified across the majority of the 38 sources of evidence requested.

Both the information return and the self-assessment will be refreshed to ensure data is accurate and reflects the current standing of Adult Social Care.

Audit List

A huge thank you to everyone who submitted their examples for the audit list. Margaretha Staines is leading on verifying which case examples will be submitted as part of the CQC assessment process. Feedback on submissions will be provided shortly.

As with the other elements of the assessment process, the Audit list will be refreshed regularly. For the audit list specifically, this is because all cases within it must have been active within the last 12 months.

Engagement

Thank you to everyone who took part in the 3 recent focus group sessions . Further staff sessions will take place in the coming weeks. There will be staff sessions coming up in early May to share more about our preparations, self-assessment, and action plan which are currently being arranged.

If we are notified, targeted staff engagement sessions will be set up to keep everyone informed of the timetable, key actions, as well as to support people who put forward their work to be on the audit list to prepare for potential interviews with CQC inspectors during the on-site phase of the assessment.

CQC Themes

CQC will use a framework to assess how well each local authority performs under their duties under Part 1 of the Care Act 2014. Their framework is mapped across 4 overall themes, each assessing a different aspect of duties under the care act. The 4 themes are:

Working with people	Providing Support	Ensuring safety within the system	Leadership
<ul style="list-style-type: none">Assessing needsSupporting people to have healthier livesEquality in experiences and outcomes	<ul style="list-style-type: none">Care provision, integration and continuityPartnerships and communities	<ul style="list-style-type: none">Safe systems, pathways and transitionsSafeguarding	<ul style="list-style-type: none">Governance, management and sustainabilityLearning improvement and innovation

Adult Social Care Practice Guide, and Communication with ASC staff

The Practice Guide pages about the CQC assessment are regularly updated with information for staff about the CQC process. [Please find the link here if you have any questions about the CQC assessment process.](#)

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 the future.

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