

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 – February 2024

Welcome to the fourth 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

There have now been 17 authorities announced across 3 waves of CQC notifications since December, including 5 in London within Northwest London Integrated Care Board patch. It seems that notifications are being made on a monthly basis, however we have continued our preparations at Camden to ensure we are ready when we are informed of the CQC inspection.



In December, CQC issued a more detailed guide about the information request that we need to submit as part of the assessment process. We've been preparing this information in advance. Practitioner colleagues have been reviewing and quality assessing the data we have collected so far. Following this, we will identify what evidence may need to be enhanced or address any gaps if necessary.

Alongside the work on the information return, we have continued to develop our assessment of ourselves and how we deliver our Care Act duties. This is leading to further clarity on our areas of focus. This will be shared through staff workshops on each of the four CQC themes. These workshops will further support our refining of the assessment and action planning on an iterative basis.

Focus Groups:

In March, I will be hosting 2 in-person Staff Forum focus groups with frontline staff. These groups will allow us to consider with staff what they are most proud of and would want to amplify during an inspection.

The sessions will be held in Committee Room 2, Camden Town Hall on:

- 20 March 3pm – 4.30pm,
- 21 March 10am – 11.30am

To find out more, please contact me at Cynthia.Davis@Camden.gov.uk

Good Practice Nominations

As part of the CQC auditing process, we have been receiving nominations of good practice. Practitioners and their managers have showcased the work they are most proud of across their service.

The nominations so far have showcased the good work happening across the service, and thank you to everyone who submitting them to Margaretha Staines and Lorna Stewart-Fraser. There is still time to submit nominations, in particular we would like to receive nominations in the following categories:

- Transitions: ie; looked after children, young people with disabilities and young carers supported with preparing for adulthood.
- Seldom Hard people: Groups who are less likely to be represented i.e; No Recourse to Public Funds, Ethnic Minorities, LGBTQ+ and Disabilities.
- Multiple disadvantage: Groups experiencing overlapping problems simultaneously such as Mental health, homelessness, and substance misuse.

We are creating a Microsoft form for practitioners to use when submitting their nominations. This form will make it easier for practitioners to submit the information that is required for a nomination. Margaretha and Lorna will be in touch to share the form once it's created.

In the meantime, please continue to share case nominations with Lorna Stewart-Fraser (Mental Health Practice Development Lead) Lorna.Stewartfraser@camden.gov.uk and Margaretha Staines (Principal Social Worker) Margaretha.Staines@Camden.gov.uk.

Learning Disabilities/Autism **23**

Older People **39**

Transitions **0**

Carers **2**

Mental Health **13**

Multiple Disadvantage **3**

Seldom Heard People **0**

Total **80**

Practice Guide Resources:

The Adult Social Care Practice Guide provides a valuable place to keep up to date with information as we prepare for the CQC assurance process. On there, you will find the latest FAQs about the assessment process, stories of the amazing work that takes place in Camden, and past editions of this bulletin.

The CQC Assessment pages on the practice guide can be found here: <https://ascpractice.camden.gov.uk/supporting-you-in-your-role/cqc-assurance/what-is-cqc-assurance/#main>

And the stories page can be found here: <https://ascpractice.camden.gov.uk/understanding-what-matters-to-people/what-matters-our-approach-in-camden/case-studies-and-stories-of-change/>

If you would like to share your story, please contact Edward.Goater@Camden.gov.uk

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 the future.

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