



# The Outstanding Society

## - CQC Insights webinar

FREE MEMBERSHIP



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Thursday 18 June at 1pm

[theoutstandingsociety.co.uk](http://theoutstandingsociety.co.uk)

# What's Coming Up Today?



- CQC Assessment Framework - Update
- Return to Good Inspections
- Inspector Portfolios
- Remote access to digital care records
- Use of AI
- Inspection Experience from Elizabeth Finn Homes

# Current Assessment Activity - Update

- Consultation on Assessment Frameworks closed on 12 June
- CQC are exceeding the targets they have set themselves for inspection - 8% of adult social care portfolio is undergoing assessment right now
- Average of 26 quality assessments being reviewed
- Average of 38 working days to complete an assessment

Assessments by Assessment Service Group (Table)

Assessment Service Group	Inadequate	Requires Improvement	Good	Outstanding	Partial / not yet scored	Not Rated	Total
Care Homes	325 (7.5%)	1335 (30.9%)	2507 (58.0%)	102 (2.4%)	45 (1.0%)	7 (0.2%)	<b>4321</b>
Homecare	106 (5.2%)	436 (21.5%)	1390 (68.4%)	63 (3.1%)	33 (1.6%)	4 (0.2%)	<b>2032</b>
Shared Lives	0 (0.0%)	0 (0.0%)	6 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	<b>6</b>
Supported Living	22 (5.8%)	86 (22.6%)	256 (67.4%)	13 (3.4%)	3 (0.8%)	0 (0.0%)	<b>380</b>
<b>Total</b>	<b>453 (6.7%)</b>	<b>1857 (27.6%)</b>	<b>4159 (61.7%)</b>	<b>178 (2.6%)</b>	<b>81 (1.2%)</b>	<b>11 (0.2%)</b>	<b>6739</b>

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# Return to Good Inspections

- Return to Good is an assessment approach for services currently rated Good in all areas where data and intelligence indicate the rating is likely to have been maintained
- The approach enables CQC to focus more on people's experiences and outcomes, supported by observation and targeted record review.
- This will help CQC increase assessment activity and maintain quality.
- The approach has been tested with positive feedback from both providers and inspectors.

# 34 to 18

# Return to Good framework

Safe	Effective	Caring	Responsive	Well-led
<ul style="list-style-type: none"><li>• <b>Learning culture</b></li><li>• Safe systems, pathways and transitions</li><li>• <b>Safeguarding</b></li><li>• <b>Involving people to manage risks</b></li><li>• <b>Safe environments</b></li><li>• <b>Safe and effective staffing</b></li><li>• Infection prevention and control</li><li>• <b>Medicines optimisation</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Assessing needs</b></li><li>• <b>Delivering evidence-based care and treatment</b></li><li>• How staff, teams and services work together</li><li>• Supporting people to live healthier lives</li><li>• <b>Monitoring and improving outcomes</b></li><li>• <b>Consent to care and treatment</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Kindness, compassion and dignity</b></li><li>• Treating people as individuals</li><li>• <b>Independence, choice and control</b></li><li>• Responding to people's immediate needs</li><li>• Workforce wellbeing and enablement</li></ul>	<ul style="list-style-type: none"><li>• <b>Person-centred care</b></li><li>• Care provision, integration, and continuity</li><li>• Providing information</li><li>• <b>Listening to and involving people</b></li><li>• Equity in access</li><li>• <b>Equity in experiences and outcomes</b></li><li>• Planning for the future</li></ul>	<ul style="list-style-type: none"><li>• <b>Shared direction and culture</b></li><li>• Capable, compassionate and inclusive leaders</li><li>• Freedom to speak up</li><li>• Workforce equality, diversity and inclusion</li><li>• <b>Governance, management and sustainability</b></li><li>• Partnerships and communities</li><li>• <b>Learning, improvement and innovation</b></li><li>• Environmental sustainability</li></ul>

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# Inspector Portfolios

- CQC has restructured teams back into sector specific inspection teams
- CQC has piloted portfolios for around 1,500 ASC locations, refining the model through stakeholder feedback and learning from previous pilots.
- Providers told CQC having a portfolio holder was 'a lot easier', 'gave consistency' and 'improved trust'.
- Now developing a rollout plan for portfolio holders across all ASC locations starting June.
- Plan will outline clear expectations of your portfolio holder, process for review etc

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# Remote access to digital care records

- CQC testing how inspectors can safely, lawfully and effectively access providers digital care record systems directly from CQC devices, both on site and remotely.
- The aims of this work are to reduce disruption and impact on providers, improve inspection efficiency and ensure robust evidence collection.
- Initial testing complete, overall positive feedback with some residual issues
- Expanding pilot from test and learn team to wider ASC teams, this will start in July in North region.
- Voluntary consent-based process
- Will be consultation prior to any business-as-usual roll out.

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# CQC Position on use of AI

- CQC have published a [position statement](#) on AI – sets out some of the benefits and challenges and what they will be looking for providers to do to ensure appropriate guardrails are in place.
- CQC also using AI – Pilot project to support use of AI in drafting inspection reports, but also planning inspections
- If you are part of this pilot, you will be informed and asked for your consent
- AI is not being used outside of this pilot

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# *A View from Elizabeth Finn Care Homes*

Michelle Francis,  
Head of Nursing



**STAY OUTSTANDING.**



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