



Understanding the New Approach to Regulation & Single Assessment Framework

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Objectives

Understanding the CQC today – the new regulation

- ✓ The Single Assessment Framework – it's focus
- ✓ The regulatory climate

Who are they ?

- ✓ Officially born on 1st March 2009 replacing:
 - ✓ Healthcare Commission
 - ✓ Commission for Social Care Inspection (CSCI)
 - ✓ Mental Health Act Commission

What do they do?

- ✓ Protect you from harm and make sure you receive care that meets the standards you have a right to expect.
- ✓ Make sure services improve if the standard of care they provide has fallen below acceptable levels.
- ✓ Hold care providers and managers to account for failures in how care is provided.

How do they do it?

- ✓ Using requirement notices or warning notices to set out what improvements the care provider must make and by when.
- ✓ Making changes to a care provider's registration to limit what they may do, for example by imposing conditions for a given time.
- ✓ Placing a provider in special measures, where they closely supervise the quality of care while working with other organisations to help them improve within set timescales.
- ✓ Hold the care provider to account for their failings by:
 - issuing simple cautions
 - issuing fines
 - prosecuting cases where people are harmed or placed in danger of harm

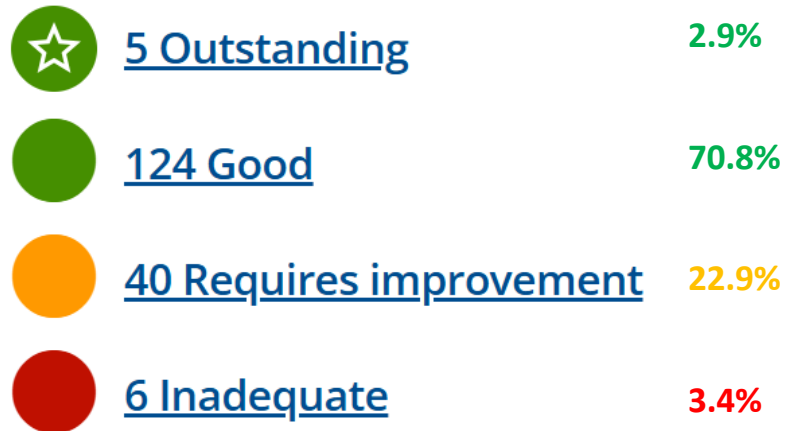


Why do they do it?

- ✓ We need regulation
- ✓ Benchmark standards
- ✓ Drive improvement

Our latest ratings

We rate services on a 4-point scale. Check our ratings from the past month.





The Single Assessment Framework

The CQC Strategy 2021



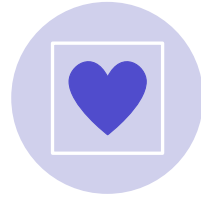
Related Legislation

- **The Mental Capacity Act 2005**
- **The Equality Act 2010**
- **General Data Protection Regulation 2018**
- **The Human Rights Act**
- **The Health and Safety at Work Act 1974**
- **The Medicines Act 1968 and the Misuse of Drugs Act 1971**

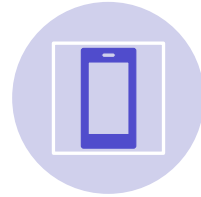
The 5 Key Questions



SAFE



CARING



RESPONSIVE



EFFECTIVE



WELL-LED

The Regulations

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

Regulation 4: Requirements where the service provider is an individual or partnership

Regulation 5: Fit and proper persons: directors

Regulation 6: Requirement where the service provider is a body other than a partnership

Regulation 7: Requirements relating to registered managers

Regulation 8: General

Regulation 9: Person-centred care

Regulation 9A: Visiting and accompanying in care homes, hospitals and hospices

Regulation 10: Dignity and respect

Regulation 11: Need for consent *

Regulation 12: Safe care and treatment *

Regulation 13: Safeguarding service users from abuse and improper treatment *

Regulation 14: Meeting nutritional and hydration needs *

Regulation 15: Premises and equipment

Regulation 16: Receiving and acting on complaints *

Regulation 17: Good governance *

Regulation 18: Staffing

Regulation 19: Fit and proper persons employed

Regulation 20: Duty of candour *

Regulation 20A: Requirement as to display of performance assessments *

The Single Assessment Framework

Evidence Categories: (virtual or physical/paper)

- ✓ Patient Experience
- ✓ Feedback from staff & leaders
- ✓ Feedback from partners
- ✓ Observation
- ✓ Process (policies and procedures)
- ✓ Outcomes

The Single Assessment Framework

Scores for evidence categories relate to the quality of care in a service or performance of a local authority or integrated care system:

- | | |
|--------------------------------------------|-----------------------------|
| 4 = Evidence shows an exceptional standard | Outstanding |
| 3 = Evidence shows a good standard | Good |
| 2 = Evidence shows some shortfalls | Requires Improvement |
| 1 = Evidence shows significant shortfalls | Inadequate |

The Single Assessment Framework

The scoring system

- 25 to 38% = **inadequate**
- 39 to 62% = **requires improvement**
- 63 to 87% = **good**
- over 87% = **outstanding**

The Single Assessment Framework

Limiting Factors:

If the key question score is within the good range, but one or more of the quality statement scores is 1, the rating is limited to requires improvement

If the key question score is within the outstanding range, but one or more of the quality statement scores is 1 or 2, the rating is limited to good.

The Single Assessment Framework

The Quality Statements

Quality statements are the commitments that providers, commissioners and system leaders should live up to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care.

The quality statements show how services and providers need to work together to plan and deliver high quality care. They directly relate to the regulations listed. Regulations that would be considered in judgements are shown in brackets



Closing Question & Answer Session

