

# Developing our oversight of systems



CQC Engagement Session  
Monday 25 October

# Welcome

Rosie Benneyworth

Chief Inspector of Primary Medical Services and  
Integrated Care

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# Working together today



# Agenda



Time	Item	Person
3pm	Welcome and overview of the session	Rosie Benneyworth, Chief Inspector of Primary Medical Services and Integrated Care
3.20pm	<b>Main room:</b> Developing how we look at quality in systems	Matt Tait, Head of Strategy
3.35pm	<b>Breakout rooms:</b> Discussions	All
4.15pm	<b>Main room:</b> Feedback	All Facilitated by Ann Ford Deputy Chief Inspector and Matt Tait
4.25pm	<b>Main room:</b> Wrap up and close	Matt Tait / Ann Ford
4.30pm	<b>Close</b>	

# Aims of today's event



- To update on the work on development of our approach to system oversight and assurance
- To hear your views on:
  - How we assess quality at integrated care system and local authority level
  - Our work so far
  - What should we be thinking about?

# Developing how we look at quality in systems

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- Our strategy sets out how we plan to change to deliver more effective regulation
- We're introducing an updated assessment framework for making our judgements about the quality of care

The Health and Care Bill is currently going through Parliament and will give CQC new powers:

- **Local Authority assurance:** how are they meeting their Care Act duties
- Review and assess **Integrated Care Systems (ICS's)**

# Principles we're working to



- People at the centre
  - Clear and consistent
  - Proportionate
  - Flexible
  - Accessible
  - Supporting improvement
  - Focus on leadership and culture
  - Partnership
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# A single assessment framework



# What that means for system oversight



Developing an approach and methodology in line with the single assessment framework which looks at:

- ICS's against their core purpose and the things they are accountable for
- Local authorities against their duties to deliver in relation to part 1 of the Care Act

Part one of the Care Act deals with the reform of adult social care and support legislation.

It is structured around an individuals' journey through the system, including:

- ensuring individuals have control of their day-to-day life
- suitability of living accommodation
- contribution to society
- requiring local authorities to consider each person's views, wishes, feelings and beliefs.

# Proposed approach to local authority assurance



- Need to establish a baseline of quality and safety
  - Ongoing assessment of quality and risk
  - Capture good practice and encourage improvement
  - Make use of all relevant data sources – only use physical visits when it is the best means of gathering evidence
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- Improve population health and healthcare
  - Tackle unequal access, experience and outcomes
  - Enhance productivity and value for money
  - Support broader social and economic development
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Expect initial focus of our reviews of ICSs to be across three themes:

1. Leadership
  2. Integration
  3. Quality and safety
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# Questions for clarity

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# Discussion

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## Key areas of focus



- Service user voice at system level.
  - Sources of evidence at system level, e.g. inequalities.
  - Variation among ICSs.
  - Impact and follow-up – driving improvement.
  - Relationship between provider, LA and ICS assessments.
  - Role of provider collaboratives.
  - Avoiding duplication and regulatory burden.
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# Discussion questions



1. What are the key things we need to consider when looking at quality in systems?
2. What are your general reflections on our thinking so far?

# Feedback

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# Wrap up and close

Matt Tait and Ann Ford

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