Are we nearly there yet?

Update on CQC Single assessment framework and Skills for Care resources to support you

Single Assessment Framework

Timeline

- May 2021: New strategy announced
- July 2022: Single Assessment Framework published
- September 2023 – Portal roll out
- November 2023: Monitoring and inspection commence for the South for a small group of providers (including Kent and Medway) – ahead of full roll out.
- March 2024 – Monitoring and inspection in all areas

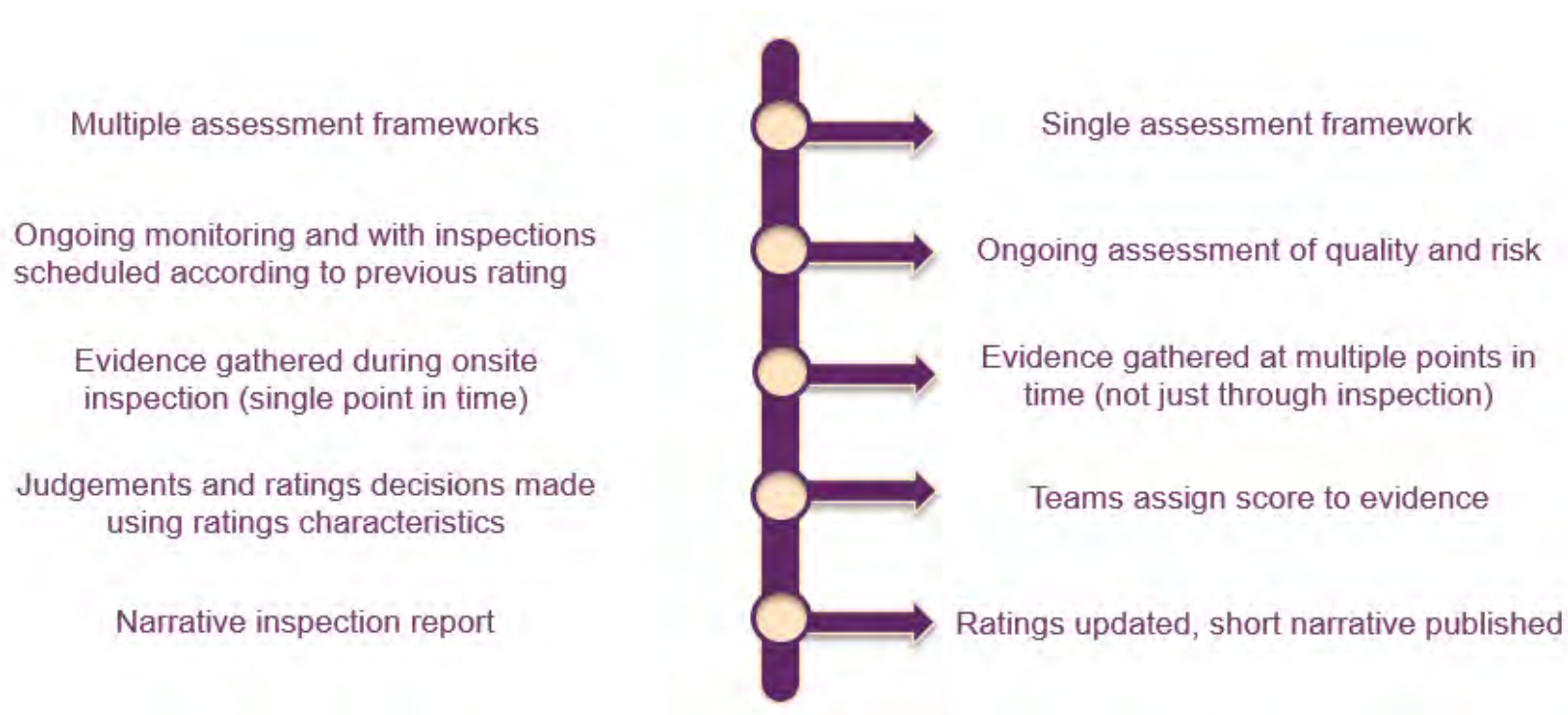skillsforcare

Single Assessment Framework

The Headlines

- Increased focus on outcomes for people

- Regulations and Fundamental Standards are not changing

- New and revised CQC roles in the assessment process

- 34 Quality Statements replacing Key lines of enquiry (KLOEs)

Single Assessment Framework

The changes

Multiple assessment frameworks → Single assessment framework

Ongoing monitoring and with inspections scheduled according to previous rating → Ongoing assessment of quality and risk

Evidence gathered during onsite inspection (single point in time) → Evidence gathered at multiple points in time (not just through inspection)

Judgements and ratings decisions made using ratings characteristics → Teams assign score to evidence

Narrative inspection report → Ratings updated, short narrative published

Single Assessment Framework

Gathering Evidence

- simplifying the process of gathering evidence

- 6 evidence categories –
    - People's experience of health and care services
    - Feedback from staff and leaders
    - Feedback from partners
    - Observation
    - Processes
    - Outcome

Single Assessment Framework

Gathering Evidence

- Each of the evidence categories sets out the types of evidence CQC use to understand:

  - the quality of care being delivered

  - the performance against each quality statement.

  - Ensure that CQC's judgements are more transparent and consistent.

- the ratings for key questions and overall ratings can be updated when things change, based on more frequent assessment of evidence

- there will be a flexible approach to collecting evidence – assessment of quality can take place off site.
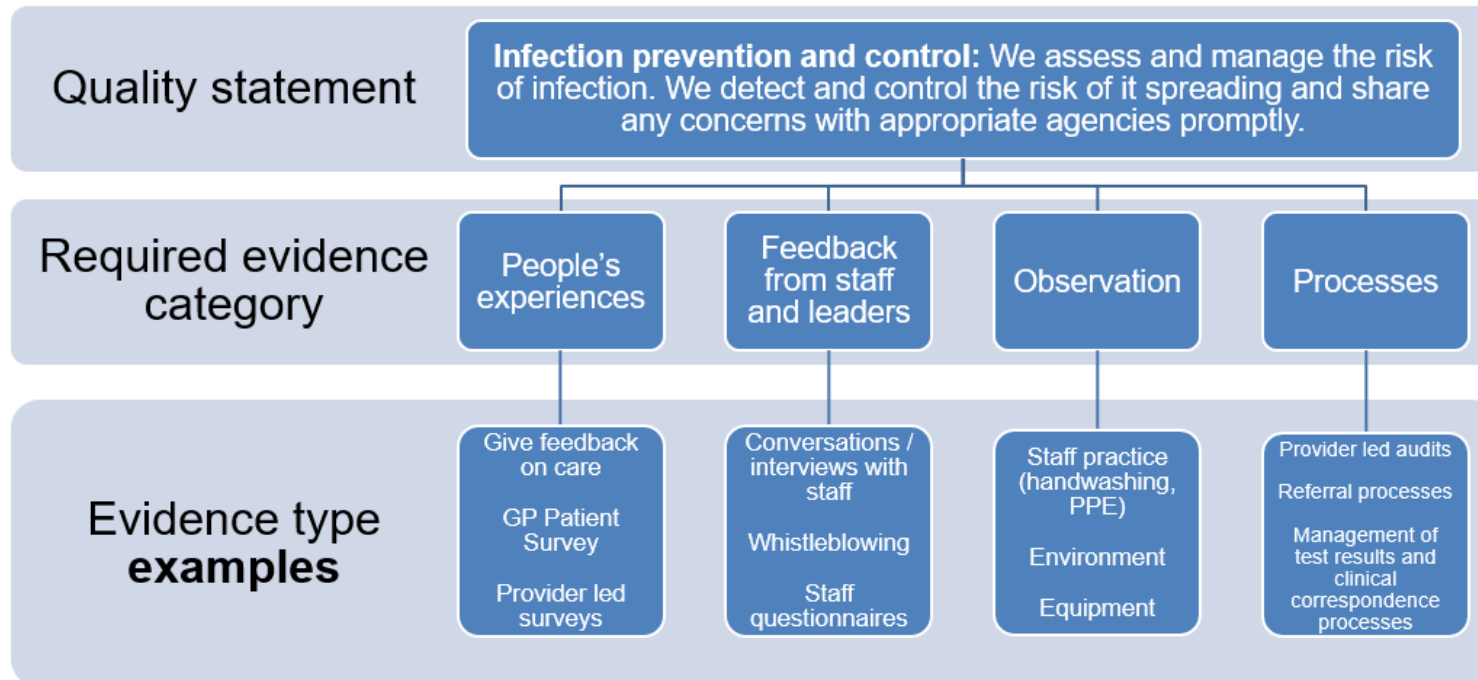
Single Assessment Framework

Gathering Evidence

- The number of evidence categories and the sources of evidence will vary according to:

  - the type or model of service – see guidance
  - The level of assessment (service, provider, local authority or integrated care system)
  - whether the assessment is for an existing service or at registration.

- Evidence will be collected in **all** the evidence categories for a particular quality statement:

- first assessments under the new approach

- following new registrations

Single Assessment Framework

Gathering Evidence

Quality statement	Infection prevention and control: We assess and manage the risk of infection. We detect and control the risk of it spreading and share any concerns with appropriate agencies promptly.			
Required evidence category	People's experiences	Feedback from staff and leaders	Observation	Processes
Evidence type **examples**	Give feedback on care GP Patient Survey Provider led surveys	Conversations / interviews with staff Whistleblowing Staff questionnaires	Staff practice (handwashing, PPE) Environment Equipment	Provider led audits Referral processes Management of test results and clinical correspondence processes

Single Assessment Framework

New inspection focus

Safe	Effective	Caring	Responsive	Well-led
Safe systems, pathways and transitions Safe environments	Assessing needs Monitoring and improving outcomes	Treating people as individuals Independence, choice and control Responding to people's immediate needs Workforce wellbeing and enablement	Care provision, integration and continuity Equity in access Equity in experiences and outcomes	Freedom to speak up Workforce equality, diversity and inclusion Environmental sustainability – sustainable development

Single Assessment Framework

Changes to ratings

- Same ratings but new scoring system to determine ratings

- The rating is worked out from scores across the quality statements to a percentage. This is used to work out the key question rating.

- Scores will be available on the portal for you to see – not on website

4 = Evidence shows an exceptional standard of care

3 = Evidence shows a good standard of care

2 = Evidence shows shortfalls in the standard of care

1 = Evidence shows significant shortfalls in the standard of care

Single Assessment Framework

Changes to ratings

An example of the Infection Control Quality Statement

"We assess and manage the risk of infection. We detect and control the risk of it spreading and share any concerns with appropriate agencies promptly"

Evidence category	Score
People's experiences	1
Feedback from staff and leaders	2
Observation	2
Processes	2
Total score ÷ maximum score	7÷16=44%
Total quality statement score	2

25-38% = 1
39-62% = 2
63-87% = 3
>87% = 4

Single Assessment Framework

Changes to ratings

Quality statement	Score
Learning culture	2
Medicines optimisation	2
Safe systems, pathways and transitions	1
Infection prevention and control	2
Safeguarding	1
Involving people to manage risks	2
Safe environments	1
Safe and effective staffing	2
Total score ÷ maximum score	**13÷32=41%**
Key question rating	**Requires improvement**

25-38% = Inadequate
39-62% = Requires improvement
63-87% = Good
>87% = Outstanding

- Be aware of 'Rating Limiters'

Example of rating display

Safe   Requires improvement ●

Updated 21 May 2022

The service was not always safe.

Our assessment of how safe a service is includes us looking at evidence related to areas including staffing, medicines, safeguarding, the learning culture and how risks are managed.

This service scored
41
This rating covers services scored **39** to **62**.

Requires improvement

Inadequate	About **12%** of homecare services in England	Good	Outstanding
About **1%** of homecare services in England		About **82%** of homecare services in England	About **5%** of homecare services in England

Read more about how safe this service is in our report published on 21 May 2022

Single assessment framework

Other changes

- An ongoing review of assessment – (PIR are issued annually rather than in preparation of CQC inspections)
- Evidence is gathered from other sources -

CQC has new responsibilities:

- The Health and Care Act gives CQC a role in reviewing **integrated care systems**

- It also gives CQC a duty to assess how **local authorities** are meeting their social care duties under part 1 of the Care Act

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CQC resources

- [new single assessment framework](#)

- [quality statements](#) –

- [Assessing quality and performance](#) (new)

- [Care homes and supported living services: evidence categories](#) (new)

- [Homecare and shared lives services: evidence categories](#) (new)

- [Evidence category grid](#) (spreadsheet)

- planned and responsive inspections – (due August 23)

- Transition details (due August 23) –

- priority quality statements and evidence by sector and service type to come

- [CQC YouTube channel](#) – all webinars are recorded

- Citzenlap – [provider feedback](#)

Skills for Care offer to help you prepare for the changes

Get ready for the CQC Single Assessment Framework

Being prepared for CQC inspection seminar

Thursday 9 November 2023 10:00 - 15:30
An interactive seminar for services who want to understand the practical ways prepare for CQC inspection and evidence the quality care your service is providing. **Register now**

Updated Good and Outstanding toolkit

Care Quality Commission (CQC) is updating their inspection process to utilise the 'single assessment framework'.

Skills for Care has created an updated version of our inspection toolkit to support you in understanding these changes and preparing for your next inspection.

Understanding what Good and Outstanding care looks like can help you achieve success in your inspections and ensure you are continuously providing high quality care.

Exclusive for members –Recommendations of evidence checklists for all 34 Quality statements

www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/Inspection-toolkit.aspx

Good and Outstanding care learning modules

eLearning modules to help you understand the CQC inspection process, what is expected of your service and how you can best evidence these expectations

The one-hour modules include:
- Being prepared for CQC inspection
- Improving your CQC rating
- Delivering Outstanding care.

Anyone involved in CQC inspection can use the modules and will be awarded a certificate to evidence their completion.

Modules cost £15 – employers can claim £50 per participant from the [Workforce Development Fund](#).

[Find out more](#)

Information session on:
Workforce Development Fund (WDF) and
Adult Social Care - Workforce Data Set (ASC-WDS)

Wednesday 15 November 2023, 10:00 - 11:15

Did you know you can claim back money towards the costs of learning and development of your staff? And your own learning and development too?

This virtual workshop will tell you more. **Book now**

The **Workforce Development Fund** (WDF) is a financial contribution towards the cost of completing a range of qualifications, learning programmes and digital learning modules.

We will explain how you can access the WDF. We will show you which programmes are eligible, what criteria are needed, as well as important deadlines.

Having an up-to-date **Adult Social Care Workforce Data Set** (ASC WDS) account is required to claim WDF. We'll show you how to set one up and add providers.

Webinars to support you to prepare

Webinars cover a wide range of topics – they are delivered to a live audience and recorded for further viewing.

- A caring culture – Practical ways to set and promote a positive workplace culture
- Providing evidence to the CQC
- New CQC inspection
- Medicines from the regulatory perspective part 1 and 2

NEW - Integrated care - Practical ways to raise the voice of the adult social care sector | Wednesday 25 October 2023 | 14:00 - 15:00 | Register now

www.skillsforcare.org.uk/RMwebinars

The care exchange - a podcast series for managers in social care

The podcasts are a series of conversations hosted by locality managers with a variety of leaders across social care

- hear real-life insights into being a manager in social care including best practices, experiences and top tips
- listen to real conversations and practical advice for registered managers.

The podcasts provide a place where managers can listen to other managers, feel less isolated and pick-up some new ideas to support them in their own role.

Listen now: www.skillsforcare.org.uk/CareExchange

Preparing for changes together

Join your local network

- Insight, guidance and advice from peers
- Opportunities to strengthen quality assurance
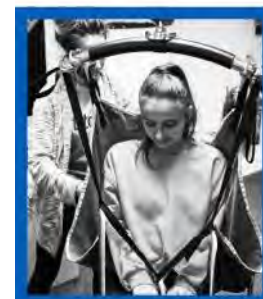- Speakers and Topics
- Latest WhatsApp group insight

Resources to support you
Other support

Stay connected…

- For further information or support, visit the Skills for Care website at: **www.skillsforcare.org.uk/**

- For updates, sign up to our weekly newsletter at:
- **www.skillsforcare.org.uk/enews**

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