



CQC ASSURANCE PREPARATION WEBINAR SERIES

23 Nov 12-1pm





Lessons from the CQC Test & Learn Assessment Process

Manchester City Council

Agenda

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| 1205 | Welcome Hazel Summers, LGA |
| 1205 | Lessons learnt from Manchester City Council's test and Learn Experience <ul style="list-style-type: none">- Context- Process- Lessons Learnt Bernie Enright, Director Adult Services Jolaade Anjorin, Principal Social Worker – Adults Sarah Broad, Deputy Director Adult Social Services |
| 1245 | Q& A |
| 1300 | Close |

Lessons from the CQC Test & Learn Assessment Process



Context

- New CQC duties, announced February 2021, launching nationally from April 2023.
- CQC developing their methodology and delivered a Test and Learn exercise during summer 2022 to support development.
- Exact framework still not formally published, but comprehensive draft shared September 2022
- Manchester were asked by CQC to participate in the Test and Learn alongside Hampshire

Preparation

What activity undertaken for preparation?

- Self Assessment Questionnaire
- Focus group- weekly task and finish group including, PSW, head of commissioning etc.
- Gathering evidence – communication across all services
- Booking meetings – mixture of online and face to face meetings

Process

- Interviews and meetings –both online and face to face- The CQC team met with a number of Senior leaders, Chief exec, elected members, Local Care organisation exec, DMT.
- Interviews with the DASS, PSW and frontline staff
- Attended staff meetings, DMT, service managers meeting, Care market, innovation lab.
- Meeting with people who use services

Process

- Post field work- Evaluation form completed by ASC
- DASS visited CQC headquarters with colleagues from Hampshire
- Draft report – check for factual accuracy, report amended and send back
- Final report received - indicative ‘Good’ rating, with some gaps identified which we were aware of prior to the test and learn and had plans in place to address
- Online evaluation interview for learning

Lesson 1: There's a lot to cover

- ASC is huge, and the CQC framework covers 4 themes covering 8 Quality Statements.
- Did 2 quality statements and it still like a significant commitment.
- Lots of cross-cutting elements

Lesson 2 – CQC are very new to this

- CQC are still learning and recruiting staff with experience in ASC
- Due to the test and learn, they were still exploring what evidence they required.
- The questions in the self-assessment were broad in scope which challenged us in terms of our responses
- Some of the data questions required more clarity e.g. clear definition of waiting list and waiting times
- We had expected an audit of case file/supervision folders – this was not required in the test and learn as they have an existing methodology which will be used.

Lesson 3: Start now – continuous focus on improvement and transformation

- Gathering your evidence - having up to date policies and procedures available (and able to demonstrate staff access)
- Strong foundation in MCC, able to draw evidence quickly, e.g. investment in the last two years, APPP, Ripfa, PAG
- Good quality, accessible data focussed on improving outcomes for citizens
- Better Outcomes, Better Lives programme and programme capacity
- Having someone to co-ordinate e.g. project manager
- Confidence / self-awareness of our strengths and our gaps.

Lesson 4 - Communication

- Staff – use of ASC forum to prepare staff, broadcast from DASS, use of team meetings
- A briefing went out to all staff involved and senior leaders/partners which was prepared by CQC providing an overview of the process
- Senior leaders were included informed including our Strategic Management Team (particularly the DPH and Chief Executive)
- Elected Members were involved – specifically our Executive Member
- NHS partners which illustrated the strength of our integrated arrangements (Manchester Local Care Organisation Executive)
- VCSE partners, providers/care market were also engaged

Lesson 5 - Co-production

The CQC had a focus on co-production and citizen engagement/involvement – ensure you are clear on how you consult, engage and co-produce with people who use services. Consider how you:

- Capture their feedback?
- Respond to their feedback?
- Involve them in developing services, recruitment, etc?

Lesson 6 - Good relationships and strength of culture

- Establish trust with staff
- Focus on the golden thread between senior leadership and front-line staff
- Ability to evidence a strong leadership team
- Partner relationships and mutual trust including NHS (MLCO), voluntary sector, providers

Lesson 7: Be self-aware and honest

- No-one's expecting perfection, but they do expect us to know what we need to work/what our areas for improvement are
- Don't try to hide anything. Be transparent.
- The process felt supportive and positive.
- CQC listened to us and it felt like it was a good opportunity to share our progress and shape the process



Thank you

See you at our next webinar,
Learnings from ADCS on 15th
December

<https://www.eventbrite.co.uk/e/nw-adass-assurance-preparation-webinar-series-tickets-464325589337>

