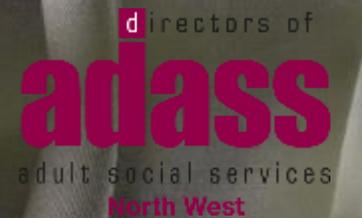




**CQC ASSURANCE
PREPARATION
WEBINAR SERIES**

23 Nov 12-1pm



A photograph of a woman with curly hair, wearing a blue cardigan, leaning over a grey chair to assist an elderly woman with short white hair and glasses. The woman is sitting in the chair, and the other woman is looking down at her hands. The background is a bright, indoor setting with a window and some greenery.

Lessons from the CQC Test & Learn Assessment Process

Manchester City Council

Agenda

- 1205** **Welcome**
Hazel Summers, LGA
- 1205** **Lessons learnt from Manchester City Council's test and Learn Experience**
- **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>

