

Adult social care trade associations meeting

Date	Wednesday 30 October 2024 10am – 12pm	
Attendees	<p>Trade associations:</p> <p>Liz Jones (LJ) – National Care Forum and presenting for Care Provider Alliance Jan Burns (JB) – The National Dignity Council Sarina Kiayani (SK) – Associated Retirement Community Operators Ruth French (RF) – The Outstanding Society Mary Anson (MA) – Care Association Alliance (South) Peter Webb (PW) – Care Association Alliance (London and East) Amrit Sumal (AS) – National Care Association Duncan Tree (DT) – Association of Mental Health Providers Michael Kazich (MK) – Shared Lives Plus Cathy McSweeney (CMcS) – Shared Lives Plus James Creegan (JC) – Care Association Alliance (Midlands and North) Honor Westlake (HW) – National Care Forum Sarah Woodhouse (SW) - VODG (Voluntary Organisations Disability Group) Richard Ayres (RA) – Care England Daisy Cooney (DC) – HomeCare Association</p> <p>Apologies received:</p> <p>Clive Parry - Association for Real Change James Lloyd – Association for Real Change</p>	<p>CQC and speakers:</p> <p>Chair: Rob Assall, Director, London and East Network, CQC</p> <p>Simon Hill (SH) – Regional Medicines Manager, CQC Rowenna Marshall (RM) – Deputy Director LA and ASC Policy Lizzie Hardy (LH) – Comms and Engagement Manager Julia Spencer-Ellis (JSE) – ASC Senior Specialist Sheila Grant (SG) – Deputy Director North Network Emma Buglass (EB) – Policy Manager Chloe Hawkins (CH) – Senior Specialist, Regulatory Leadership Ayse Sema (ASe) – Senior Engagement & Communications Engagement Officer</p> <p>Apologies received:</p> <p>Mary Cridge – Director of Adult Social Care Amanda Partington-Todd – Deputy Director of Adult Social Care James Bullion – Chief Inspector of Adult Social Care and Integrated Care Stefan Kallee – Deputy Director of Adult Social Care</p>

Agenda item	Lead
<p>Welcome, introductions and updates</p> <ul style="list-style-type: none"> • It was announced last week that Kate Terroni will be leaving CQC. James Bullion has been acting in the role of Interim Chief Executive during Kate’s recent leave of absence and will continue to act in this role until Sir Julian Hartley takes up post as CQC’s permanent Chief Executive. Kate stepped down from the Interim Chief Executive role with immediate effect. Until her departure from CQC she will be working directly with the Chair, Ian Dilks, to plan for the arrival of Sir Julian. • Last week we published State of Care 2023/24. It shines a light on the many challenges that patients, caregivers, communities, and providers continue to face – highlighting where care has fallen short and where the need for improvement is most urgent. • CQC provider handbook: we are completing phase 2 of the process - speaking to staff and providers to get more detailed feedback. It has gone well so far - and there are lots of ideas to work through. We will keep you updated on when we'll be in a position to share these for further comment. Thank you for all your engagement so far. • ‘Thriving in Residential Care’ is new research from My Home Life England, part of City St George’s, University of London, which reveals the diverse experiences of older people living in care homes across the UK. Find out what supports older people to live well and thrive in residential care: Our new research reveals 6 key ways that older people can thrive in a care home - My Home Life England • Reminder: UKHSA: Cold weather communications toolkit 2024/25. A Cold-Health Alerting system, jointly provided by UKHSA and the Met Office, will go live on 1 November. Organisations are encouraged to sign up for Weather-Health Alerts, which are distributed via email and used by organisations to plan for adverse weather conditions. To assist in spreading cold weather messages, UKHSA has also updated its cold weather communications toolkit for 2024/25. See Registration form and Winter toolkit. 	<p>Rob Assall</p>
<p>Assessments update</p> <p>Please refer to slide 4.</p> <p>Questions on assessments included a request for a breakdown by service types. The numbers are as follows for this month, and we aim to add this data to the deck going forward.</p> <p>Care Homes, 828 Homecare, 285 Shared Lives, 2 Supported Living, 59 Grand Total, 1174</p>	<p>Rob Assall</p>

<p>Medicines support in adult social care</p> <p>Please refer to slides 6 - 33.</p> <ul style="list-style-type: none"> • Provider survey: Medicines support in adult social care - Care Quality Commission (cqc.org.uk) • Delegating medicines administration • A plan for digital health and social care <p>Comments made by trade association members:</p> <ul style="list-style-type: none"> • “Delegated tasks are an issue; many ASC providers may not be properly insured for these”. • “There is also an issue of charging - LAs charge for ASC but healthcare tasks should be free at the point of receipt and they could inadvertently charging for health tasks”. • “care homes taking on delegated tasks - when they feel they have no choice - are at risk of safeguarding being raised; not because of the task they have undertaken but because of an event not being dealt with or prevented at the time because a staff member was occupied carrying out the delegated health task. NMC has plenty of comments about D/Ns not carrying out their supervisory and competency role once the task has been offloaded”. • “Agree that we need to be able to pay staff for additional responsibilities here - the bureaucracy of managing risk and cost is an issue”. • “We're seeing nursing care moving into residential settings, this reduces costs to the NHS, but if district nurses are not going to be able to meet the demand, then a form of funding akin to NHS-funded nursing care needs to be considered for residential care providers who take LA funded placements as this is unfunded care. Whilst the district nurses retains the legal liability and responsibility, the insurance aspect and additional costs of time and training need to be considered for care providers.” • “Finding a pharmacy prepared to support care homes is the first challenge!”. • “eMAR is supposed to be set up by the pharmacy first for ease and accuracy back at the care home. They do not have the time (even if we offer to pay for the software) or the staff, to enter each month's /interim scripts. So we need to enter everything into the electronic system manually once the meds arrive - every four weeks one of my managers stays overnight so she can do this without interruptions. The system can be good but not if only half the system is used”. • “There are inconsistencies within the CQC promoting digital vs paper based. If inspectors are not trained on digital, they favour paper. Seems to be missed messages from different individuals within the CQC”. 	<p>Simon Hill</p>
<p>Ratings characteristics</p> <p>Please refer to slides 34 - 37.</p>	<p>Rowenna Marshall</p>

<ul style="list-style-type: none"> • Please attend the engagement sessions to share your views. • The recording of last week's session is available on our YouTube channel • Please share our survey and encourage your members to share their views before the closing date of 15 November 2024. 	
<p>CPA SAF survey – an update</p> <p>As agreed in the meeting, the slides were shared only in the meeting as the results of the survey are yet to be reported to CQC's Board.</p> <p>The survey conducted by CPA had good engagement, with some 1200 qualifying responses. The survey data broadly reflected both the proportion of CQC-registered services and the proportion of people the sector supports.</p> <p>The survey findings will be shared with CQC and inform part 2 of the review being done by CPA into the single assessment framework. Grateful thanks to all colleagues who have supported this work and shared with your members.</p>	Liz Jones
<p>Any other business</p> <p>No items of any other business were notified in advance</p> <p>James Creegan commented that there's continued frustration for providers who contact CQC but then don't get a follow-up to their enquiry. It would be helpful to close the loop once an issue is resolved by CQC.</p> <p>Liz Jones asked what was happening with the provider portal. Since the meeting, communications have been issued to all providers to explain that we are taking registration activity off the portal. Read more at in our update on registration.</p> <p>Rob gave a brief update on some of the work being done to test more effective ways of working. Details of this will be shared in our external updates.</p> <p>Peter Webb spoke to comments he'd heard from members about how long it's taking to be registered. Rob, as Director of the area in question, will meet separately with Peter to discuss further.</p>	
<p>Close</p> <p>Next ASC Trade Association meeting is on Wednesday 27 November 2024 from 10am to 12pm via Teams. There will not be a meeting in December as it falls on Christmas Day. Meetings for 2025 start on Wednesday 29 January 2025 via Teams.</p>	

ACTIONS

Action	Action Owner	Status	Due Date
An update on the provider relationship work at a future meeting	CQC	Discussed at October meeting	Completed
Conversation at a future meeting about how we can support providers to alert us to their improvement.	CQC	On hold pending recovery work	
An update on the handbook at a future meeting	CQC	Not started	Update at November meeting
Further information to be communicated on how many assessments are non/targeted	CQC	In progress, currently with the performance team	
An update on the work of the CPA, CQC, SAF review copy to be sent by Liz Jones to provider engagement team	Liz Jones, CPA	Not started	
A discussion on relationship and communication improvement with CQC at a future meeting	CQC	Not started	
An update on addressing portal issues at a future meeting	CQC	Not started	
Update meeting on how ICS project is involving the voice of care providers	Grace Evans, CQC	Not started	Update at November meeting
Environmental Sustainability will be returning in the autumn	April Cole	On hold pending recovery work	