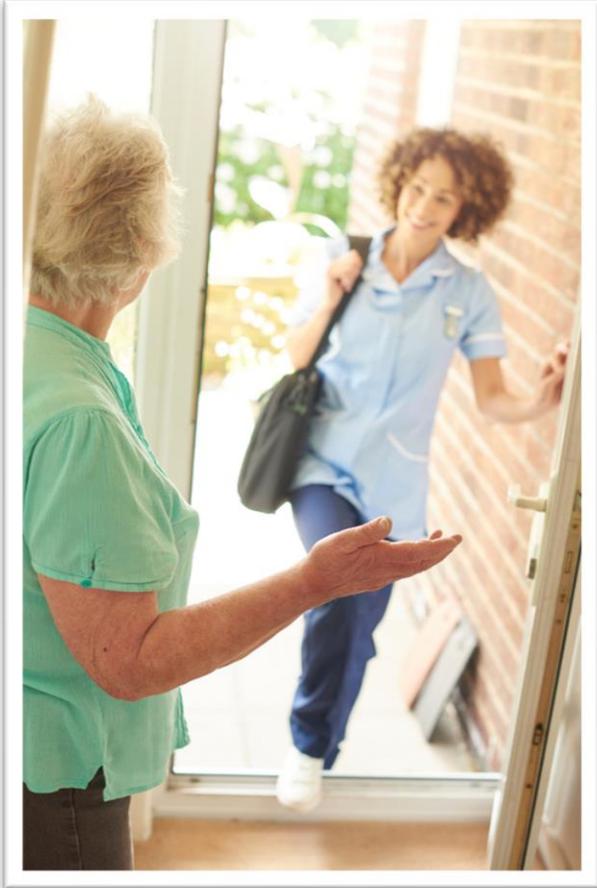


# Adult Social Care (ASC) Trade Association meeting

Wednesday 27 March 2024.  
10am – 12pm



# Welcome and updates

# Welcome and updates

- Any amendments to minutes from the last meeting?
- Actions from the last meeting for discussion

# Welcome and updates

- We have launched our new public campaign – [Share for Better Care](#)
- Ian Trenholm has [blogged](#) about how we're using provider feedback in our approach



# Reflecting on last month's face to face meeting

Mary Cridge, Director of Adult Social  
Care, CQC

# Reflecting on last month

- CQC to explore twice-yearly face to face meeting options
- Update of Terms of Reference
- “How to get the best out of your inspection” updates

# Healthwatch England and adult social care

Chris McCann, Healthwatch England

# Healthwatch England

The role of Healthwatch England – what we do and why we do it

The importance of gathering people's experience of adult social care



**Short comfort break  
(10 minutes)**

# Factual accuracy process

Sariat Olatunji, Regulatory Policy  
Manager, CQC

# Factual accuracy check (FAC) process

- A review opportunity given to the provider of a draft assessment report prior to publication.
- This process will continue under the single assessment framework following the same principles as the previous methodology:
  - When we have checked the quality of the draft inspection report, we send the provider these draft documents to the registered person.
  - We ask the provider to check the **factual accuracy** and **completeness of the information** that we have used to reach our judgements and ratings, where applicable.
  - Providers have 10 working days to return the factual accuracy check submission
  - We review and respond to the submission and decide whether amendments are needed to the report before it is finalized.
  - The factual accuracy checking process should not be used for other challenges

# FAC in the single assessment framework

- Assessments carried out using our single assessment framework will be sent to the provider for FAC.
- The process will primarily be through a FAC portal that will have additional functionality
- Providers will be contacted and provided with the information they need to make a FAC and submission using the dedicated portal
- There is additional information about the process in the relevant area of our website: [Factual accuracy check - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/factual-accuracy-check)

# FAC process in the new regulatory model

- Audit trail available to CQC of the progress of the FAC review
- Notifications and reminders sent to the provider alerting them that a review is available for them
- Guidance through the FAC portal to support the provider in making appropriate responses
- Prompts to encourage immediate response if not intending to make a FAC submission

# Assessments update

Sheila Grant

- We spoke about updating our information at these meetings to give a better “live” overview of assessments.
- This month is the last time we plan to share a 12-month rolling view of Inspections as all services are now on the new framework

# Inspection numbers

**Since April 2023 until launch of Single Assessment Framework:**

We have undertaken **3557** inspections at Adult Social Care services.

Of those inspections now published, **59%** resulted in either a Good or Outstanding rating.

For those services with a previous rating, we found **23%** improved, **52%** maintained their rating and **25%** deteriorated.

Figures as at 25/03/2024 - dates between 01/04/2023 – 25/03/2024

# Assessments update

- Since the launch of the Single Assessment Framework, **91** ASC assessments have been completed and a further **9** are due to be published imminently.
- A further **819** assessments are in progress.
- The most common quality statements reviewed are ‘safe and effective staffing’, ‘involving people to manage risks’, and ‘safeguarding’

# Any other business

Deanna Westwood, Director, South Network

# Next meeting

Wednesday 24 April 2024  
10am to 12 noon via Teams