

The CQC's new monitoring approach and IPC

*Jane Brett, ASC Inspector
Care Quality Commission
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Developing our approach to monitoring 2021/22



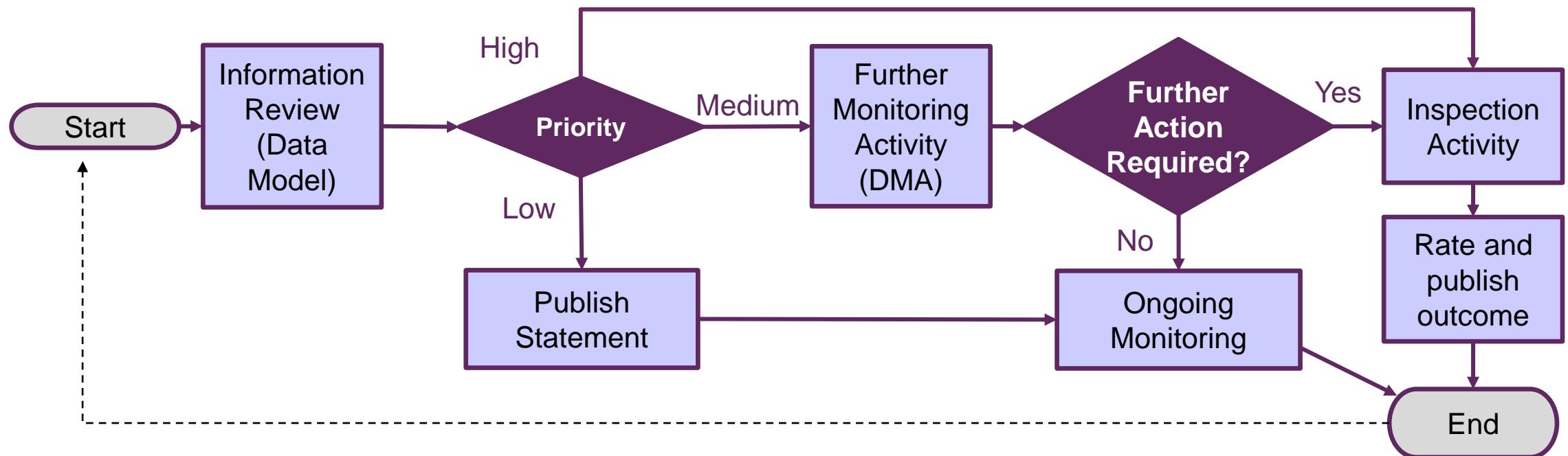
Since March 2020, driven by a need to adapt to the pandemic, we made real progress in using data and insight to monitor services

Since June 2021 we have continued to make progress in how we monitor services in three key areas:

- Being more targeted in our regulatory activity
- Bringing information together in one place
- Developing elements of how we want to work in the future



Our new monitoring approach: Introduction to Smarter Monitoring



Key



Process



Decision Point

The data refreshes each month and the model will assign a priority to each location:

Low: Statement on website

Medium: Goes through the DMA: Outcome = Inspect or Monitor

High: Proceeds to immediate inspection

Our communication with services and the public statement



Public Statement:

A public statement is published on our website for services where our information review does not indicate anything of concern. An email is also sent to the Service Provider.

Enhanced monitoring – Direct Monitoring Activity

If, once we have completed our monitoring activity.....

....we are assured of the quality of care, then the service may be eligible to have a **public statement published in the next monthly information review**.

....our monitoring leads to an inspection, then there is **no statement on the website, but an inspection report will be published**.

Further information is available on our [website](#).

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Stay up to date with the latest government guidance

Being able to see loved ones is incredibly important to wellbeing

The distress caused by not having important relationships maintained can be devastating to mental health

The government guidance on visiting is there to enable safe visits to happen.

We expect everyone to work together across their local system to enable visiting and we have heard many examples of good practice across the country.

We call on everyone to seek a proactive personalised approach to supporting contact with loved ones where it is safe to do so.

The individual must be at the centre of the decision and all decisions need to stay under review as circumstances change.

Kate Terroni, Chief inspector of Adult Social Care



Vaccination as a condition of deployment

- The Government has updated regulations to say that all care home workers must be fully vaccinated against COVID-19 by 11 November (unless they have an exemption)
- Registered persons will need to ensure this
- The requirement forms part of the fundamental standards and will be monitored by CQC
- Registered persons will need to provide evidence that systems and processes are in place



Thank you, and any questions?



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