

CQC Update

28 May 2021

A regular update for providers and professionals working in adult social care, sharing the latest guidance on COVID-19 and CQC's approach during this period.

New online resource to support culturally appropriate care

Holistic, person-centred care has always been important, but during the Coronavirus pandemic it has become even more critical that we are all aware of culturally appropriate care. We've just published information about culturally appropriate care on our website.

Kate Terroni, Chief Inspector of Adult Social Care, said

"It is essential that we highlight the need for culturally appropriate care in Adult Social Care settings. So many people have suffered heart-breaking separation from family and loved ones as they have been unable to spend time together in person for a prolonged period of time. This has had an especially significant impact on people who live in care settings but find that those around them don't understand their culture and may make assumptions which are not correct or appropriate.

Everyone is part of a culture. People need their culture to be recognised and their cultural needs met to feel happy and comfortable. But some people's cultural needs are more likely to be met because they are closer to cultural norms in the service. That is why we are providing this resource to support providers in order to meet these needs and maintain high quality care for everyone."

You can access the resource [here](#).

We have launched an ambitious new strategy based on extensive consultation with the public, providers of health and social care services, charities and partner organisations.

CQC's purpose of ensuring high-quality, safe care won't change, but how it works to achieve this will. The new strategy is set out under four themes:

- **People and communities:** regulation that is driven by people's needs and experiences, focusing on what is important to them as they access, use and move between services.
- **Smarter regulation:** a more dynamic and flexible approach that provides up-to-date and high-quality information and ratings, easier ways of working with CQC, and a more proportionate regulatory response.

- **Safety through learning:** an unremitting focus on safety, requiring a culture across health and care that enables people to speak up and in this way share learning and improvement opportunities.
- **Accelerating improvement:** encouraging health and care services, and local systems, to access support to help improve the quality of care where it's needed most.

Running through each of these themes are two core ambitions:

- **Assessing local systems:** giving the public independent assurance about the quality of care in their area
- **Tackling inequalities in health and care:** pushing for equality of access, experiences and outcomes from services.

Read our [full strategy on our website](#) and find more information in our recent strategy [bulletin](#).

Putting people at the centre of visiting decisions

Being able to see loved ones is incredibly important to wellbeing. The pandemic has made this challenging for many people, but for some people in care settings this has meant being separated and deprived of physical contact with loved ones for over a year. We also know that safe visiting during the COVID-19 pandemic feels different to residents, relatives and loved ones from what they are used to.

We've published a news story which highlights the importance of putting people at the centre of visiting decisions.

You can read the full news story [here](#).

Statement on tackling racism within health and social care

the [CQC has joined](#) with the NHS Race and Health Observatory, Nursing and Midwifery Council and General Medical Council to issue an open statement calling on healthcare leaders to ensure that health and care staff across the country are protected from racism, or any other form of discrimination, as they go about their vital work. [Read the full statement](#).

Infection Prevention and Control (IPC) tool for supported living and extra care housing

We've adapted our care home IPC methodology to be used in community settings such as supported living and extra care. This tool has been developed as a way to seek and give assurance that where providers have responsibility for IPC they are following best practice guidance and working with other relevant agencies to keep people safe.

Providers may find this tool useful for their own purposes.

The tool is not mandatory for our inspectors to use on inspection but may be used as part of a focused inspection (depending on the service), where we are looking at the Safe Key Question. It can also be used for targeted IPC inspections if needed. If used on inspection the findings using the tool will not be published on the CQC website.

You can read the tool on our [website](#).

Inside CQC

In her latest Care Management Matters (CMM) column, Kate Terroni, Chief Inspector of Adult Social Care, updates on the four key themes to feature in the new CQC strategy.



You can read the column on the [CMM website](#).

Update on our provider collaboration reviews

In a new blog, Dr Rosie Benneyworth, Chief Inspector of Primary Medical Services and Integrated Care, shares the findings from our most recent provider collaboration reviews looking at urgent and emergency care and cancer. She also talks about what's next for the programme, and how the learning will help develop our approach to systems as we implement our new strategy. [Read the blog](#).

Listen to our latest podcast on DNACPR

In our latest [CQC Connect podcast episode](#) we are joined by Rosie Benneyworth, Chief Inspector of Primary Medical Services and Integrated Care and Usha Grieve, Director of Partnerships and Services at Compassion in Dying to explore CQC's latest report called Protect, respect, connect – decisions about living and dying well during COVID-19. This is CQC's review of 'do not attempt cardiopulmonary resuscitation' decisions during the COVID-19 pandemic.

You can find all our podcast episodes on [Soundcloud](#) and most other [major podcast providers](#).

Deadline approaching for the EU Settlement Scheme

Do you care for, or employ, any EU, EEA or Swiss citizens? Following the UK's departure from the European Union, the Home Office is urging EU, EEA and Swiss citizens who were living in the UK by 31 December 2020, and their family members (including non-EEA citizens), to apply for status under the EU Settlement Scheme (EUSS) so they can continue living in the UK. This status means they will continue to be eligible for public services, such as healthcare, as well as access to benefits and other public funds.

The application deadline for those who were living in the UK by 31 December 2020 is 30 June 2021. Applications can be made, for free, online on the [GOV.UK website](#).

An appropriate third party can assist a vulnerable person with their application or apply on their behalf, and you can find details of support available on the [GOV.UK website](#).

ADASS webinars for EUSS

The Association of Directors of Adult Social Services (ADASS) have organised a series of [webinars](#) to help you get more information on the EU settlement scheme, so you can assist people who use your services to submit their application.

The webinars will feature expert advice from groups and individuals like: No Recourse to public Funds (NRPF) forum, Home Office Grant Funded Organisations (GFOs) and immigration lawyers. You'll also be provided with guidance on how to support EUSS applications where mental capacity is an issue, and all webinars will cover information about the late application policy guidance.

You can find out more information on the webinars including dates and times on the ADASS [website](#).

There are also some helpful slides from a webinar on adults making applications who lack mental capacity available [here](#).

COVID-19 Insight: Issue 10

This month's insight report looks at the impact of the pandemic on access to dental services, and gives examples of good practice and collaboration across local services to deliver care for people with cancer, or suspected cancer.

The report looks at the findings from our analysis of how dental practices have managed and supported people to access appropriate treatment during the COVID-19 pandemic. Like all health and care services, the pandemic has created challenges for how primary dental care is delivered.

Read the [news story](#) and view the [full report](#) on our website. You can also share your feedback through this [survey](#) by [signing up](#) or [logging in](#) to our digital participation platform.

New projects for you to feedback on

You can take part in the below projects by [signing up](#) or [logging in](#) to our digital participation platform.

Feedback on our Assessment Frameworks

In our latest project you have the opportunity to feedback on our assessment frameworks, ratings, reporting and more. The information you provide will help us to update and develop our regulatory model. You can access the project and share your views [here](#).

Feedback on draft inspector guidance on surveillance and CCTV

We're looking to publish new guidance for our inspectors on the use of surveillance and CCTV in health and social care services. We'll also publish an external version of this guidance for providers and members of the public. You can access the project and share your views [here](#).

Improvements to CQC notifications

We are making changes to our notification forms to make them easier for you to use and improve the quality of information collected.

In the last month we have made improvements to the SN16 Death Notification available [through the CQC Portal](#). Making it more comprehensive to allow us to better capture and report on data around vulnerable communities, and making it easier for you to use.

Using the [CQC portal](#) will ensure the best experience when submitting a notification to CQC. If you are submitting a notification using a form make sure you are using the latest version by downloading from our [website each time you submit a notification](#).

Visit [our website](#) and read [our mythbuster](#) for information about what you need to notify CQC about and how you can do it and we'll let you know through this bulletin as more forms are updated

New award to recognise exceptional practice in adult social care workforce

To celebrate and recognise the outstanding contributions made by social care workers and nurses in England, Professor Debora Sturdy has introduced gold and silver social care awards. These new awards are the first of their kind for adult social care and are open to the workforce from all settings and parts of the sector.

The gold award will recognise outstanding achievements and performance demonstrated by a nurse or social care worker in their sphere of practice. And will be given to an individual with a distinguished career in nursing or social care.

The silver award recognises performance that goes above and beyond the expectations of the everyday role that the nurse or social care worker is expected to perform. This award can be given to an individual or team.

You can find more information on the awards including nomination forms on the [gov.uk](https://www.gov.uk) website.

Care Provider Alliance Capacity Tracker Q&A

The Care Provider Alliance (CPA) have created a question and answer [document](#) about the Capacity tracker to answer your questions on the system.

You can read the document [here](#) or contact the CPA with your queries by putting Capacity Tracker in the subject line of your [email](#).

Digital Social Care data protection and cyber security programme

Digital Social Care have created the Better Security, Better Care [programme](#) to help you store and share information safely. This programme also helps to support you evaluate and improve your data and cyber security, covering digital and paper records. There are a series of webinars that have been planned for this week and early June to provide you with more information.

You can visit the [Digital Social Care website](#) to sign-up.

Department of Health and Social Care Adult Social Care newsletter

For the latest adult social care news and information from the Department of Health and Social Care, click [here](#) for their newsletter.

Useful Guidance

There is now an overview of adult social care guidance on the [GOV UK website](#)

- [Updated Guidance on visiting arrangements in care home](#)
- [Updated Guidance on discharge into care homes: designated settings](#)
- [Updated Arrangements for visiting out of the care home](#)
- [Support for care homes](#)
- [Updated New national lockdown guidance](#)
- [Updated Health and wellbeing of adult social care workforce](#)
- [Guidance on looking after people who lack mental capacity](#)
- [Updated Coronavirus \(COVID-19\) testing for adult social care settings](#)
- [Updated Coronavirus \(COVID-19\) testing in adult care homes](#)
- [Updated Coronavirus \(COVID-19\) testing for homecare workers](#)
- [Adult social care COVID-19 winter plan 2020/21](#)
- [Updated Guidance on how to work safely in care homes](#)
- [Updated Guidance on how to work safely in domiciliary care](#)

- [DHSC guidance for care staff supporting adults with learning disabilities and autistic adults during COVID-19](#)
- [Guidance on Infection prevention and control](#)
- [Updated Guidance on admission and care of people in care homes](#)
- [Updated Guidance for supported living services during coronavirus](#)
- [Updated guidance on testing and who is eligible](#)
- [Guidance on management of staff and exposed patients and residents in health and social care settings.](#)
- [Guidance on IPC precautions for stepdown in hospital or discharge to home or residential settings.](#)
- [Guidance on ASC Infection Control Fund](#)
- [Guidance on steps to take following the death of a person who worked in adult social care in England](#)
- [Reducing risk in adult social care](#)
- [Updated Guidance on the provision of home care](#)
- [We have published guidance on how to get the most out of inspection, what a good inspection looks and feels like.](#)
- [We have published our Infection, Prevention and Control questions and prompts for care homes](#)
- [Updated We have updated our equality and human rights impact assessments](#)
- [Updated Ethical framework for adult social care](#)
- [We have published guidance on working within the Mental Capacity Act during the coronavirus pandemic](#)
- [The British Psychological Society has issued guidance on meeting the psychological needs of people with learning disabilities and their carers](#)
- The [Central Alerting System \(CAS\) \(various updates\)](#) is an online cascading system for issuing patient safety alerts, important public health messages and other safety critical information and guidance to the NHS and others, including independent providers of health and social care. Providers can [register to receive these alerts through the MHRA website \(various updates\)](#)
- [Interim guidance on DBS and other recruitment checks](#)
- [Visit the GOV.UK website to apply for coronavirus tests for your service](#)
- [Guidance clarifying existing practice for verifying deaths outside of hospitals and providing a framework for safe verification of death](#)
- [Updated The Health and Safety Executive has published guidance on RIDDOR reporting of COVID-19](#)
- The [Updated British Medical Association \(BMA\)](#) and the [Royal College of General Practitioners \(RCGP\)](#) have jointly produced a protocol that can be used by various groups of professionals to verify death remotely with a clinician
- The [Enhanced health in care homes framework](#) has been expanded to include oral health; falls, strength and balance; mental health; wound care; continence promotion and management; and flu prevention and management. [The framework](#) can be used to support your engagement with your aligned primary care network
- [NICE COVID-19 rapid guidelines \(various updates\)](#)

- Advice and information on looking after your mental health and wellbeing during the coronavirus outbreak from [NHS England \(updated\)](#) and the [Mental Health Foundation](#)
 - [Investigation and initial clinical management of possible cases](#)
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COVID-19 Vaccine resources

- Race and health observatory [Covid vaccine uptake](#) page
 - Information for local communities, including for faith groups available [here](#)
 - Clenton Farquharson's [blog](#)
 - Celebrities join together to encourage the BAME communities to take up the COVID vaccine [here](#)
 - GP and all Covid vaccination services are free for everyone regardless of their immigration status. Care home staff do not need to have an NHS number nor be registered with a GP to receive the vaccine more information [here \(updated\)](#). (page has recently been updated)
 - For staff who need to register with a GP, see this new NHS England Access campaign [here](#)
 - Translated information on COVID-19 in community languages: [here](#)
 - Public Health England [What to expect after your COVID-19 vaccination \(updated\)](#)
 - Public Health England [COVID-19 vaccination: guide for older adults \(updated\)](#)
 - [Information on the vaccine and allergy](#)
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Accessibility resources to help you communicate about COVID-19

- [Doctors of the World, in partnership with the British Red Cross, has produced translated coronavirus vaccine guidance for migrant and other excluded communities](#)
- [Resources explaining the flu vaccination, who should have it and why](#)
- [NHS COVID-19 app support translations](#)
- [Information on how to use the BLS Health Access service to help with communicating in British Sign Language while getting a test for COVID-19](#)
[Guidelines for organisations booking communication professionals in healthcare settings during COVID-19](#)
- [Beyond Words is providing free picture stories and illustrated guides to support people with learning disabilities and autism through the coronavirus pandemic](#)
- Imperial College London, in partnership with the BME Health Forum and the North West London Clinical Commissioning Groups have produced a series of videos aimed at encouraging people to continue to use health services if they are unwell. They are available in [English](#), [Arabic](#), [Farsi](#), [Kurdish](#) and [Sylheti](#).
- [Resources from Learning Disability England](#)
- [Signhealth is providing a videos of summaries of key coronavirus guidance in BSL](#)
- [Updated Public Health England stay at home guidance](#), translated and in easy read you'll have to login or create an account to access this guidance.
- [NHS guidelines translated into up to 50 languages by Doctors of the World](#) and find video advice [here](#)
- [Easy read information on COVID-19](#) from Mencap
- [Public Health England resources \(login required\)](#) in accessible formats

- [COVID-19 guidance for providers of services for people experiencing rough sleeping](#)
 - The [handwashing rap](#), produced to help people who have a learning disability
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