

MEETING	PUBLIC BOARD MEETING 18 March 2020
Agenda Item Paper Number	5 CM/03/20/05
Agenda Title	Executive Team report to the Board
Sponsor	Ian Trenholm, Chief Executive
Author	Farah Islam-Barrett, Interim Policy Adviser to the Chief Executive

PURPOSE OF PAPER:

This is a paper for the Board to **note**.

Introduction

The report this month provides an update on the following matters:

1. Response to Covid 19 outbreak
2. Recent publication: Promoting sexual safety through empowerment: A review of sexual safety and the support of people's sexuality in adult social care
3. Improving Regulation in Closed Environments
4. Recent Publication: Sustaining improvement
5. Assessment Framework consultation
6. Upcoming Publication: Findings from second round of sandboxing: AI
7. Upcoming Publication: Principles to enable successful innovation and adoption in health and social care providers: Developing a shared view
8. People plan update

Chief Executive's report

1. Response to Covid 19

Our focus in the last few weeks has been on internal and external planning to support colleagues and system partners with a nationwide response to Covid 19. We are ensuring we speak to all necessary partners to ensure we have an effective, informed and streamlined approach to all aspects of our responsibilities to the wider health and social care system and to our colleagues within CQC.

We have been working hard on Covid 19 response planning expect to continue to operate at a high tempo for the next couple of weeks. The overall situation is changing rapidly, and we will respond accordingly. Our core purpose of providing the public with assurance around safety remains, as does our duty to promote improvement.

Full details of our work are contained in the annex to this report.

Chief Inspector of Adult Social Care's report

2. Recent Publication: Promoting sexual safety through empowerment: A review of sexual safety and the support of people's sexuality in adult social care

The report (and supplementary short video for the public), was published on Thursday 27th February 2020. It was covered by national media on the day of release. Within the first week of publication, the illustrated YouTube video generated 12,600 video starts on Twitter

We also had 7,892 total views of webpages related to report and 5,106 total downloads of products related to report (summary/easy read/publication) within the first week of publication.

Involvement of Stakeholders

This report was one of the most co-produced reports we have published. There was strong stakeholder support in developing the report and on publication through social/media statements on the day of launch from groups including: Skills

for Care, ARC England, NMC, Front line care worker advocates, Age UK, Alzheimer's Society, Challenging Behaviour Foundation, Action for Elder Abuse and National Care Forum.

We are waiting for an impact report from Action on Elder Abuse who have told us they reached **7 million people** through their media coverage. An advertising equivalent would be £241,000. They had a peak in calls on that day, hearing from Hospitals and sheltered housing, a new audience for them. This exemplifies the purpose of the report – to shine a light on this issue and allow people to have conversations that were previously difficult to have.

Next Steps

We were able to get a small funding commitment to support ASC sector stakeholders in developing bespoke guidance across different settings. We have also established a small team to ensure we follow through on our recommendations to improve inspections and support inspectors to have conversations around sexual safety and sexuality.

Chief Inspector of Hospital's report

3. Improving Regulation in Closed Environments

Regulation of similar environments

- We have rated 14 mental health hospitals that admit people with a learning disability and or autism inadequate since May 2019.

Closed environments update

We commissioned two independent reviews following Whorlton Hall: We are committed to accepting and implementing the full findings of these.

A programme of work is ongoing which includes, amongst other things:

- Refreshing our Supporting Information on Closed Cultures, to incorporate what we have learned from using this in monitoring and inspecting services since we published it in November 2019
- Planning Phase 2 of Prof Murphy's work, including an international conference on learning disability and autism, and work on addressing the ethical and practical issues of use of surveillance
- Developing better support for our inspectors to gather the views and experiences of people who are non-verbal
- Considering how we use our enforcement powers where there is a "risk of harm" due to risk of human rights breaches, rather than actual harm having occurred
- Beginning to trial changes to how we handle whistle-blower calls at our National Customer Service Centre.

Review of restraint, prolonged seclusion and segregation

- The independent case reviews (ICETRs) of people identified in CQC's interim report are underway with the Department of Health and Social Care and NHS England, overseen by Baroness Hollins.
- The visits for CQC's thematic review of restrictive practice are now complete. We will be working with our Expert Advisory Group to co-produce the report and recommendations. The report and recommendations will be published in May 2020.

4. Recent Publication: Sustaining improvement

This report was published on March 5th, 2020 and looks at four case studies on improvement in the health sector. Key themes for sustaining improvement include having formal Quality Improvement (QI) programmes in place, good staff engagement, continuous focus on leadership, importance of system work. The four trusts highlighted in the report were actively involved in the development of the report and in supporting learning from their own experiences.

Executive Lead of Engagement Policy and Strategy Directorate's report

5. Assessment Framework Consultation

In light of Covid-19, we have now discussed with NHSI/E the possibility that we should delay the consultation.

The recommendation has been made as it is not reasonable to expect any level of engagement with this during the next few months while the system focuses on Covid-19. We will ensure the Board continues to be updated.

6. Forthcoming Publication: Findings from second round of sandboxing: AI

Our report from CQC's second regulatory sandbox pilot will be published in March 2020. This pilot focuses on how machine learning algorithms (AI) are being used in diagnostic and imaging services. The report will outline our findings and make recommendations for system partners. Whilst we are publishing this now, due to Covid-19 we will also return to these findings at a later date to provide further support for providers

Supported by the Department for Business, Energy and Industrial Strategy (BEIS) through its Regulators' Pioneer Fund, the sandbox is a space where providers can work collaboratively with CQC and other organisations to look at how best to regulate new ways of working.

7. Forthcoming Publication: Principles to enable successful innovation and adoption in health and social care providers: Developing a shared view

This will be published in March 2020 and sets out six principles that enable innovation in health and care providers. These have been developed by CQC, and the Accelerated Access Collaborative, via NHS England and NHS Improvement, with input from NHSX, Health Education England, the National Care Forum, Social Care Institute for Excellence, NICE and Think Local Act Personal. Whilst we are publishing this now, due to Covid-19 we will also return to these findings at a later date to provide further support for providers.

Chief Inspector of Primary Medical Services' report

Nil report.

Chief Operating Officer's report

Nil report.

Chief Digital Officer's report

Nil report.

People Plan

8. Update

Workshops to identify the core behaviours that underpin our success profiles at each grade have now concluded; feedback has been very positive, and work is now underway to develop and test the content. Consultation with key stakeholders on the framework for line management capability has commenced. Once we have developed our expectations for line managers individuals can be assessed against these to identify development solutions that meet organisational and individual needs.

Following the difficult decision to postpone the launch of the Diversity and Inclusion strategy in light of contingency planning for Covid-19, we are considering proposals to launch the strategy through a series of virtual events to highlight each strand of the strategy. This will be followed up by a showcase event later in the year to ensure we mark the celebration of developing the strategy plus the significant input from colleagues, equality networks and leaders.

Work on the reward and recognition strategy continues to plan. Our policy refresh work is progressing as planned also with final drafts of the Managing Sickness Absence and Critical Illness policy being reviewed by Union representatives and our policy sub group. The Disciplinary policy is now being re-drafted, and the Grievance procedure has been circulated to senior People Leads within the organisation for feedback ahead of re-draft.

In addition to this People Plan activity the organisational resilience workstream in response to Covid-19 is being led by the People Directorate. One immediate priority has been to start mobilising secondees out to PHE, NHSE and DHSC at pace.