

# Preparing for & learning from the new CQC Inspections in **Adult Social Care** *Improving Quality & Experience in Community, Residential & Hospice Care*

10% Card payments discount\*\*  
15% Group booking discount\*\*

Tuesday 7th July 2015 Hallam Conference Centre London



## Chair & Speakers include

**Mervyn Eastmann**  
Chair of Positive Ageing in London  
Co-Director  
Change Agents Network

**Andrea Sutcliffe**  
Chief Inspector of Adult Social Care  
The Care Quality Commission

Supporting Organisation



# Preparing for & learning from the new CQC Inspections in Adult Social Care

## *Improving Quality & Experience in Community, Residential & Hospice Care*

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***The Care Quality Commission have been using a new approach to inspect and regulate adult social care services since 1 October 2014.***

***“2015 will see CQC embed our tougher inspection regime as we rate more and more services and introduce special measures in April when our new regulations also come into force. As we do this we will identify and celebrate the good and outstanding services that do exist. But the old year closed with new reminders that not all care meets the standards we expect. It is vital that we continue to act on information about poor services and use our regulatory and inspection powers to protect people by encouraging services to improve or forcing their exit from the market.” Care Quality Commission, January 2015***

Andrea Sutcliffe, Chief Inspector of Social Care at the Care Quality Commission identified the stand-out theme running through outstanding social care inspections as theme in all of these reports is the focus on person-centred care that embraces the individual and those around them. Andrea said *“While we may despair at the poor services that exist, the joy of these Outstanding services is that it demonstrates truly excellent care can be provided and does make a real difference to people’s lives. The message from these examples seems to be: focus on the person, support your staff, pay attention to detail and always try to improve.”* (CQC blog, Jan 2015).

This conference, with a keynote introduction from Andrea Sutcliffe, Chief Inspector of Social Care at the Care Quality Commission focuses on preparing for and learning from the CQC inspections in Adult Social Care. Improving quality and experiences of care in community, residential and hospice settings. Through national update sessions and practical case studies from organisations that have achieved the outstanding rating the conference will provide a guide to improvement within your service.

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## 10.00 Chairman's Welcome and Introduction

**Mervyn Eastmann** *Chair of Positive Ageing London & Co-Director Change Agents Network*

## 10.10 EXTENDED OPENING SESSION: The new inspection process for Adult Social Care

### **Andrea Sutcliffe**

*Chief Inspector of Adult Social Care  
Care Quality Commission*

- the new model and ratings: making the 'Mum Test' real
- what have we learnt from the inspections to date
- key lines of inquiry for Community, Residential, Hospice Services
- learning from inspection reports to spread good practice
- how can you prepare for inspection?
- announced and unannounced visits
- triggers and surveillance indicators for inspection
- moving forward: how do we prevent a repeat of Winterbourne?

## 11.10 Question and answers, followed by coffee and exhibition

## 11.50 Leading and inspection team: the onsite process

### **Linda Patterson**

*CQC Inspection Team Chair &  
PAST Clinical Vice President  
Royal College of Physicians*

- how the onsite process works for announced and unannounced visits
- what the inspection teams are looking for and what information they may ask for onsite
- the role of experts by experience
- my experience as a lead inspector
- preparing the data, information and improving local monitoring information
- how can you prepare for inspection?

## 12.20 Quality Assurance and Safeguarding - a joint approach

### **Pete Morgan**

*Chair  
PASAUK*

- Good v Poor Care
- poor care v abuse or neglect
- how do we differentiate?
- how do we respond to them?
- is there an escalation process to link them?
- the roles of CQC and Safeguarding Adults Boards in quality service commissioning
- the link between CQC and SABs

## 12.50 Question and answers, followed by lunch and exhibition

## FOCUS: Learning from "Outstanding" inspections in Social Care

## 14.00 Delivering effectiveness and quality

### Case Study: an outstanding provider of domiciliary care services to people who live in their own home

#### **David Wilson**

*Chief Executive  
Robert Owen Communities (ROC)  
  
Robert Owen Communities was rated outstanding by the Care Quality Commission*

- our experience of inspection as a domiciliary care service provider
- demonstrating effectiveness and quality
- positive ways to manage risks
- engaging staff to deliver holistic person centred care
- advice for inspection preparation and our experience

## 14.30 Developing a well led organisation

### Case Study: An Outstanding Care Home Provider

#### **Care Home Provider to be announced**

- delivering a well-led organization
- innovative and creative practice
- developing a whole team shared responsibility approach to wellbeing, safety and security
- promoting positive care for people nearing the end of their life
- our experience of CQC inspection

## 15.00 Delivering caring services that put people at the heart of care

### Case study: An outstanding Hospice Provider

#### **Colin Twomey**

*Nursing Director  
St Wilfrid's Hospice*

*St Wilfrid's Hospice was rated as outstanding by the Care Quality Commission*

- delivering care and compassion in practice
- involving people in decisions about their care
- our experience of CQC inspection and responding to the findings

## 15.30 Question and answers, followed by tea

## 16.00 Ensuring Compliance with the Mental Capacity Act including the Deprivation of Liberty Safeguards

#### **Niall Fry**

*MCA and DoLS Lead  
Department of Health*

- DoLS: ensuring compliance and recent developments
- findings into the use of the Mental Capacity Act
- improving understanding of DoLS and reducing the restraint and restriction of vulnerable people lacking capacity
- moving forward: strengthening monitoring

## 16.30 Demonstrating improvement: towards excellence

#### **Jennie Negus**

*Deputy Director of Nursing  
United Lincolnshire Hospitals NHS Trust*

#### **Brenda Walker**

*Trainer*

- enhancing quality of life for people with care and support needs
- changing culture and practice
- sharing and replicating good practice
- towards excellence

## 17.00 Question and answers, followed by close

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# CQC Inspection in Adult Social Care

Tuesday 7 July 2015, Hallam Conference Centre, London

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The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

For more information contact Healthcare Conferences UK on **01932 429933** or email [jayne@hc-uk.org.uk](mailto:jayne@hc-uk.org.uk)

### Venue

Hallam Conference Centre, 44 Hallam Street  
London, W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

### Date

Tuesday 7 July 2015

### Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
- ☐ £300 + VAT (£360.00) for voluntary sector / charities.
- ☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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