



**Helping you get ready for the new  
CQC Single Assessment Framework  
Your questions answered with Nadra**

# New CQC Single Assessment Framework 2023

The CQC is changing the way it inspects all providers in England. Here are the key things to know now



**5 Key Questions** – Safe, Effective, Well led, Responsive and Caring stay the same



**Ratings** – Inadequate, Requires Improvements, Good and Outstanding stay the same



**One assessment framework for all providers** – GPs, Dentists, Nursing Homes, Care Homes, Domiciliary Care, Supported Living, NHS Hospitals, Local Authorities and Integrated Care Systems



# New CQC Single Assessment Framework 2023

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- ✓ **Key Lines of Enquiry (KLOEs)** are going and will be replaced with Quality Statements
- ✓ **6 New Evidence Categories**
- ✓ **Continuous assessment**, less focus on inspections and more emphasis on remote collection of evidence
- ✓ Ratings can be changed by the CQC at any time based on the evidence collected and this can happen without a site visit



# CQC Single Assessment Framework Survey

In September 2022, QCS ran a survey to understand care providers' thoughts on the new CQC single assessment framework.

The headlines from the survey were:

Need more information

What will an inspection look like under the new process?

To know when it's happening

What are Quality Statements?

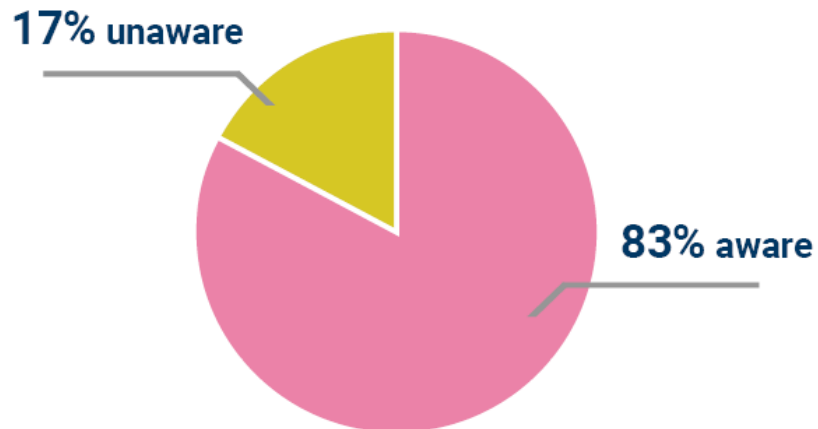


# CQC Single Assessment Framework Survey

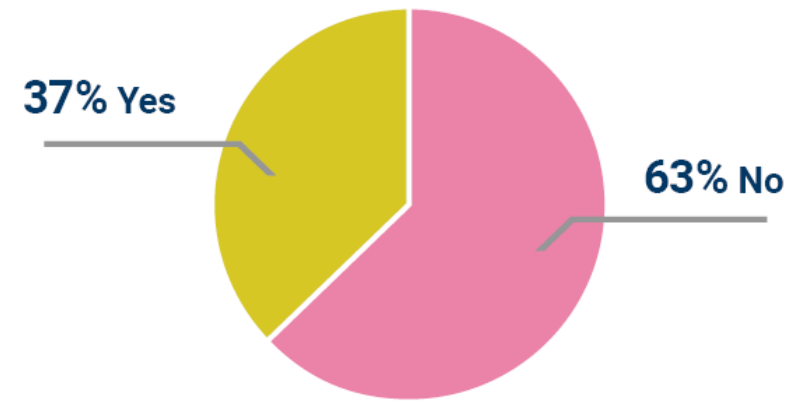
## We received 1,268 responses

Over half (63%) of all respondents state their organisation has not yet started preparing for the new framework. Of those who state awareness of the new framework, 58% say their organisation has not yet started preparing.

Are you aware of the upcoming CQC single assessment framework rolling out in Jan 2023?

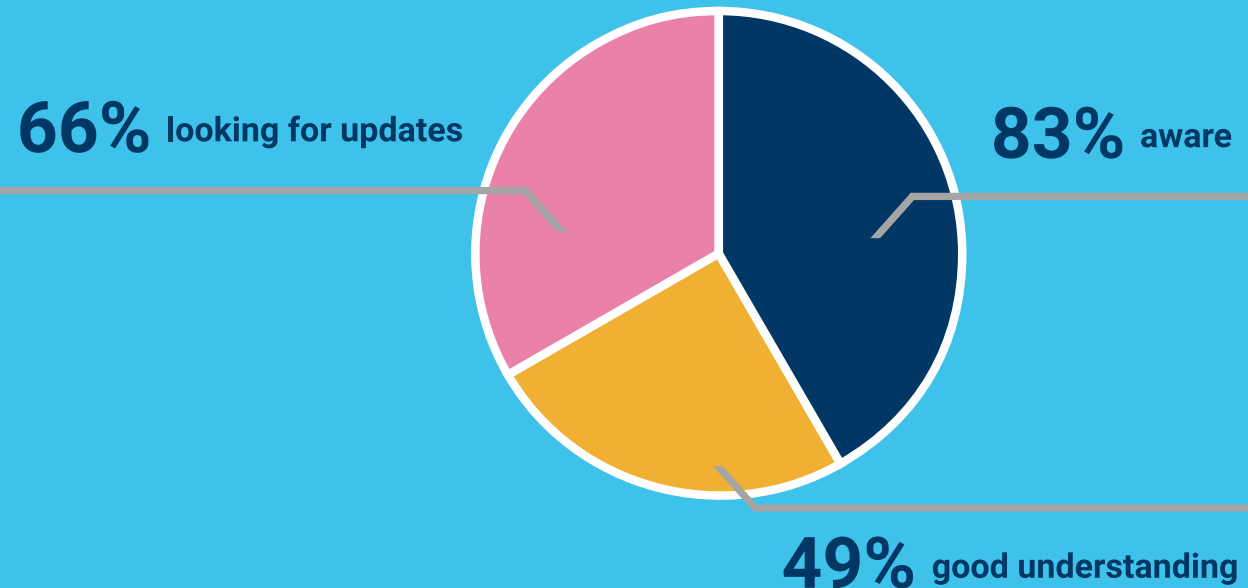


Has your organisation started preparing for the new framework?



# CQC Single Assessment Framework Survey

83% are aware the change is coming, but less than half (49%) feel they currently have a good understanding of the new statements. 66% are looking for updates more than once a week.



# Biggest concerns with the new framework change



Time to prepare and implement



Additional time and workload new framework will have on their business



Impact on quality of care (due to fewer inspections and lack of in-person assessment and interaction)

Knowledge and understanding of new framework and requirements by themselves and their staff



Remote and fewer inspections might result in complacency. Concern for the loss of deadlines and accountability that inspections create



Subjective, opinion-based feedback and lacking the human element of in-person interactions



# The CQC's response



## How much notice will providers have about the changes coming into force?

We know that providers need enough time to prepare for our new regulatory approach.

Our ambition is that we will give providers 2-3 months' notice (including sharing full provider guidance) ahead of any change to our approach.

We will roll out changes in phases.

## Do you think that fewer site visits will increase the risk of poor care in settings not being identified?

People's needs and experiences of care are at the heart of everything we do, our priority is ensuring that everyone gets safe care.

A focus of our new approach will be on what's important to people and communities when they access, use and move between services. As part of this, we work hard on building trust with people using services and their families, and use what people tell us about their care to help decide whether to look more closely at a service or take action.



# The CQC's response



## What can providers do now to start preparing for the changes?

Keep an eye **on our website** and other channels for further news and announcements, speak to your local contacts, **sign up for our newsletter** and engage with us. We want to work with providers to inform this process and answer any questions they may have. We'll do this through forums such as our implementation steering group to advise us on what providers will need to know, when and how as well as, but also through online channels such as our CitizenLab platform.



# QCS is here for you

All of our policies have been mapped fully to the new Quality Statements which you can see next to the KLOEs. In addition, you can access a vast range of audits, surveys and other resources already available in the system to support you with gathering evidence to demonstrate continuous learning and quality improvement using the CQC's new evidence categories.



CQC Ratings & Key Questions

Key Questions & Statements Guidance

CQC – How will they regulate?

Quality Statements: How to evidence them

# Q&A with Nadra

If you have any questions that you haven't already submitted, please add them into the chat section and we will answer as many as we can.



**THANK YOU!**