

CQC and adult social care



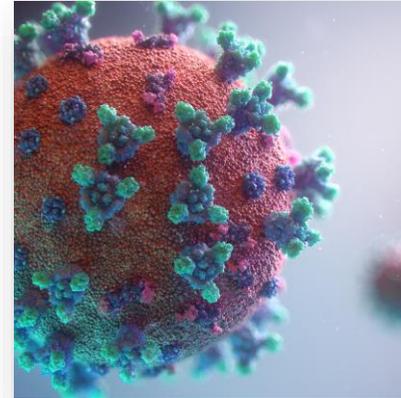
Debbie Ivanova, Deputy Chief Inspector for Adult Social Care

LGA webinar 'Reset, not restart: shaping the future of social care in light of COVID-19' - *Monday 27 July 2020*

What have been your main observations of social care during COVID-19?

Highlighted both the resilience and the vulnerability of the system that provides care for people who use services.

- Vacancies and recruitment and retention – 34% of providers say they need more staff now (Skills for Care)
- Home care hours delivered – c9% of staff absent because of COVID-19 in England (CQC)
- Sickness levels now 8% instead of 2.4% - 5.2 million extra days lost in March to June (Skills for Care)
- Analysis of Market oversight scheme LA-funded admissions for w/e 7th June 2020 ranged from 43% to 113% of the comparable period in 2019 (average 72%) with self-funder admissions as low as 25% of 2019 levels (CQC).
- A quarter of ASC directors now have concerns about the financial sustainability of most of their residential and nursing providers since the outbreak (ADASS)



What are the main lessons that need to be learned when it comes to thinking about the future of adult social care?

People focus

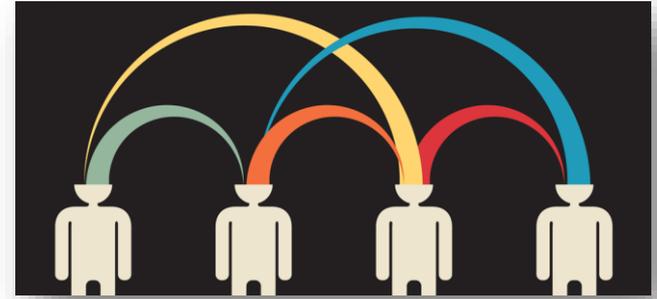
Inequalities in the system reflected in the outcomes for people receiving care

Partnership

Local systems have an impact beyond providers of care, and into the public health and commissioning response

Pathways

Changing access and boundaries directly impacts on care



The way forward: Developing our approach

Now

- Emergency Support Framework
- Inspecting by priority / risk
- #becauseweallcare campaign
- Provider Collaboration Reviews

Next

- Transitional methodology
- Infection prevention control

Future

- A new strategy from mid 2021, our four pillars:
- **Meeting people's needs**
- **Smarter regulation**
- **Promote safe care for people**
- **Driving and supporting improvement**

On-site inspections are a crucial tool and one we will always use



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