

# A practical resource to help principal social workers prepare for Care Quality Commission assessment



# With thanks to

Co-chairs of the National PSW network

RiPfA project support administrator

PSW's

- from the pilot sites
- from the first 3 go live sites
- and others....

Regional ADASS colleagues

PCH



# About the resource

Web based

Editable word versions of reflective worksheets

Available as a PowerPoint presentation

Responds to some recurring questions

A starting point to help thinking and focus



# What PSWs wanted to know

- What will the CQC lines of enquiry be?
- What will they ask me?
- What will be expected of me?
- Does the CQC know how much the role and remit of PSWs vary from council to council?
- What if I don't know the answer to a question?
- How do I articulate things that aren't going as well as I would like in a constructive way?



# Aim of the resource

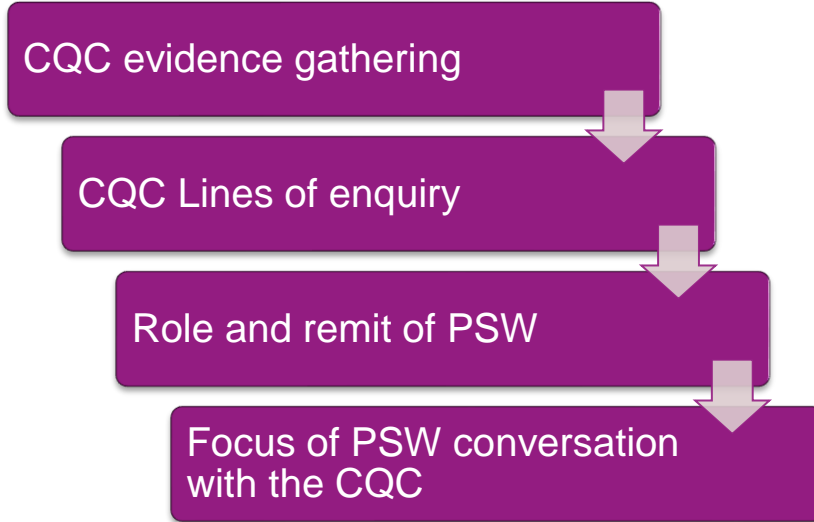
To address some of these questions and help PSWs prepare for their conversation with the CQC by:

- outlining the approach that the CQC takes to determine its lines of enquiry
- providing some guidance notes to help PSW think through how they may want to shape the focus of their conversation with the CQC based on their own specific role and remit
- providing a framework with reflective worksheets for PSWs to structure their thinking around the areas they want to cover in their conversation with the CQC.

There is also a brief section covering self-compassion and personal resilience as a gentle reminder for PSWs to support their well-being throughout the process.



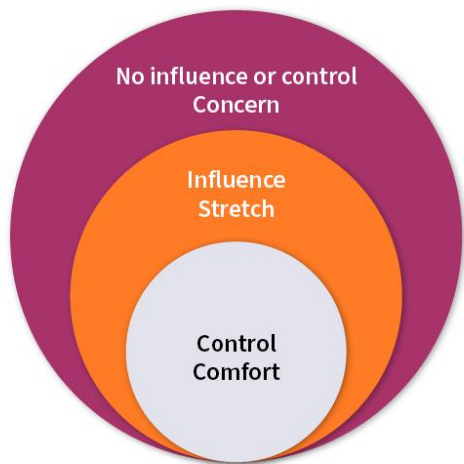
# CQC evidence gathering



- Evidence the CQC gathers to determine their lines of enquiry for the onsite activity
- Considering your specific role and remit – what you are and are not responsible for, what you can and can't control and or influence
- Determining the points **you** want to cover in your conversation with CQC



# Maximising energy and managing concerns



Use your self-assessment to identify:

- Which areas sit firmly within your role and remit?
- What is outside your sphere of control but which you may have influence over?
- What is outside your sphere of control and over which you have no influence?

Use alongside **reflective worksheet 1**

## Reflective worksheet 1: Identifying potential lines of enquiry

Question	Notes	Actions
What are the headlines from our self- assessment?		
What does the data, insight and evidence say?		
What areas might CQC want to explore further? / What does the organization think CQC will want to explore further?		
What are the areas that relate to my role and remit in particular?		
Which areas would I be confident talking to CQC about?		
Which areas would I be less confident talking to CQC about and what can I do to improve my confidence?		
Am I worrying about anything that doesn't sit within my role and remit? If so, what do I do about it?		
What are the key things I want to talk about in my conversation with the CQC?		





# A framework to structure your thoughts and responses

- What am I proud of? What do we do well here?
- What is the policy area strategy and or ambition it links to?
- What happens in practice? What do I/we do? How does it work here?
- What impact is it having on people lives and how do I/we know? What evidence do we have?
- What are the pressures and challenges?
- What are the plans for improvement?

- Plan: Do: Study: Act!
- Case studies
- What if things aren't working as well as I would like?

Use alongside **reflective worksheet 2**



# Other resources

Practicing your response: Mock interviews

Exploring complex problems: Action Learning

Self compassion and personal resilience

- The impact of emotions on behaviours: Helpful insights from Cognitive Behavioural Therapy
- The stress cycle
- Recovering from stress

**[A practical resource to help principal social workers prepare for Care Quality Commission assessment](#)**



### Further support for PSW's

- Gathering evidence online event- Monday 1<sup>st</sup> July 11am-12pm
- <https://lgaevents.local.gov.uk/lga/2170/home>
- Discussions on going regarding peer to peer support for PSW's

