



CQC inspections - 2019 and beyond

**A Seminar for Providers and Managers of
Adult Social Care Services
regulated by the Care Quality Commission**

Venues and dates:

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| ➤ Holiday Inn Manchester (Central Park) | Tuesday 14th May 2019 |
| ➤ Holiday Inn Leeds Garforth | Wednesday 15th May 2019 |
| ➤ Holiday Inn Brentwood | Tuesday 21st May 2019 |
| ➤ Holiday Inn Ashford Central (Kent) | Thursday 6th June 2019 |
| ➤ Holiday Inn Bristol Filton | Wednesday 12th June 2019 |
| ➤ Holiday Inn Eastleigh M3 J13 | Thursday 13th June 2019 |
| ➤ Basepoint Business Centre Ipswich | Tuesday 18th June 2019 |
| ➤ Holiday Inn Birmingham (Great Barr) M6 J7 | Thursday, 20th June 2019 |
| ➤ Holiday Inn Washington | Tuesday 25th June 2019 |
| ➤ Holiday Inn Derby-Nottingham M1 J25 | Wednesday 26th June 2019 |

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CQC Inspections - 2019 and beyond

A Seminar for Providers and Managers of Adult Social Care Services regulated under the HSCA 2008

You are cordially invited to book places for our Seminar on
Regulation and Inspection of Adult Social Care Services

Times

12.30pm →	Buffet lunch available	3.15	Seminar session 2
By 1.15	Seminar session 1	4.45pm	Close
2.45 - 3.15	Tea, coffee		

Content of seminar

The Care Quality Commission is well into its 'second round' of rating methodology, applying the new Key Lines of Enquiry for inspections from November 2017. The criteria for a Good rating have been upgraded to a combination of the old Outstanding and Good characteristics. There is a much lower threshold for a finding of 'substandard' provision, and ratings of Requires improvement are commoner than before. The new KLOEs put the staffing and governance arrangements under a much more powerful microscope, to test whether they do indeed "ensure compliance with the fundamental standards" in line with regulations 18 and 17 respectively.

The Key Lines of Enquiry - raising the bar for a "Good" rating

The new KLOEs place ever greater emphasis on the governance of the service. Minor findings are more readily paired with 'defects' in governance arrangements - where audits "had not identified the findings at the inspection" - resulting in an overall rating of Requires improvement. This seminar will explore in depth the new expectations of the governance arrangements of services.

'Responsibilities' of staff in the new order - staff interviews or staff inspections?

One of the themes of the KLOEs is an enhanced emphasis on the responsibilities of staff, especially in the day-to-day management of the safety of the service. The seminar will explore the effect of the KLOEs on the requirements as to staffing arrangements in all their aspects.

Provider information returns - does your inspector understand your service?

The change from PIR to the new updateable "provider information collection" (with no warning of inspections!) has been put on hold. CQC have however put into effect the new PIR questions that will underpin the new provider return. These are more probing, and are 'mapped' against the KLOEs. The seminar will explore the ways in which the new PIR questions arm the inspector in advance of the inspection.

Is your service better than a '500-word service'? Of course. To put your service in the frame for an Outstanding rating, it is key to ensure that the inspecting officer understands the service, especially if complex care needs are being met, or if a specialist service is being provided. We will explore how the PIR/PIC can be harnessed to put the right information on the desk of the inspecting officer in advance of an inspection.

What is "effective" governance?

Regulation 17 of the fundamental standards sets out the requirement that "systems or processes must be established and operated **effectively** to ensure compliance with the requirements" i.e. the fundamental standards. The regulator translates that into inspection criteria, and that interpretation of the law received a major uplift in the change to the new KLOEs. Our ongoing research on inspection reports shows significant downward pressure on the ratings for the well-led domain under the new KLOEs, more often than not on the basis of minor findings. Currently over a fifth of reports rated Requires improvement do not display any finding of a breach of regulations. A service rated Requires improvement but which is compliant with the regulations (i.e. a low risk service) is a low priority for re-inspection. The seminar will provide analysis of the range of findings that are most likely to put providers in this position, and offer advice on avoiding them.

Response to draft reports and ratings - what is the scope of "factual accuracy"?

CQC is currently making changes to the process of response to draft inspection reports and ratings. The seminar will set out the challenges in persuading the inspecting officer to change a report, or to review draft ratings or proposed enforcement, and how these can be met. Does "factual accuracy" include judgements and breaches of the regulations? And how can an effective challenge be made where needed?

Other developments

GDPR, changes to DoLs, CMA contract guidance, and other developments will be discussed. Some predictions can be made about future changes to the KLOEs!

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Booking form - or click on link for Word/.pdf forms, or to check venues ➤ www.hsc-prof.com/seminars.html

We wish to book _____ place(s) on this seminar at the following Holiday Inn venue :

- | | | | |
|--|--------------------------|---|--------------------------|
| A: Manchester, Tuesday 14th May | <input type="checkbox"/> | F: Eastleigh, Thursday 13th June | <input type="checkbox"/> |
| B: Leeds, Wednesday 15th May | <input type="checkbox"/> | G: Ipswich, Tuesday 18th June | <input type="checkbox"/> |
| C: Brentwood, Tuesday 21st May | <input type="checkbox"/> | H: Birmingham, Thursday 20th June | <input type="checkbox"/> |
| D: Ashford (Kent), Thursday 6th June | <input type="checkbox"/> | J: Washington, Tuesday 25th June | <input type="checkbox"/> |
| E: Bristol, Wednesday 12th June | <input type="checkbox"/> | K: Derby-Notts, Wednesday 26th June | <input type="checkbox"/> |

Payment details (please complete one of these)

(We regret that we do not carry card payment arrangements)

We are sending a cheque for £ _____ **£75.00 per delegate**
payable to **HSC Professional** **No VAT due on our fees**

We will make payment online using the following ref no: S

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- Please generate and then use your own 8-character reference number when making payment online:
- ✓ Box 1: Event letter (A - K) Box 2: number of places
 - ✓ Box 3: Five characters eg the first five letters of your organisation, or random letters and numbers

We will call for bank details Please email bank details

Delegate(s)

Name(s) _____

Organisation _____

Address _____

_____ Post code _____

Contact tel no _____

Email *Either* email1 *or* both emails may be provided

email1 (Delegate) _____ @ _____

email2 (Finance) _____ @ _____

NB Confirmation of places will be sent only to email1. A pro-forma invoice (if needed) will be sent to email2 if requested.

Special needs, dietary preferences, other comments?

Either: This form may be printed out and returned with payment to :

HSC Professional

Basepoint Business Centre, 70-72 The Havens, Ransomes Europark, Ipswich IP3 9SJ

or:

This form may be emailed to **mail@hsc-prof.com** or faxed to **07011 970840**

and payment forwarded by post or made on line (please request bank details if needed)

Please note terms for 'reservation' of places pending payment - seminar places are not reserved beyond the six days without payment. Places on the seminars are not available 'on the day'.

To avoid disappointment please book in good time!

Materials provided at the seminar will include the slide pack; a workbook compiling the KLOEs and their characteristics with the 'mapped' regulations and guidance; and a USB clip with regulations, guidance, CQC documents, training materials, case reports, and various templates that may be of interest.

Certificates of attendance will be sent by email following each seminar

Booking Terms

- 1 Persons wishing to book places for the events will be deemed to have accepted these Terms.
 - 2 Places must be booked and paid for in advance and may not be 'reserved' by phone. **Tickets will not be on sale on the days of the seminars.**
 - 3 **Where booking forms are received without accompanying payment (e.g. where payment online is preferred) the place(s) requested will be 'reserved' for six full working days starting the day after receipt, pending receipt of payment within that period. This may be extended at our discretion upon receipt of proof of payment. With effect from 14 calendar days before any event, that 'reserved' period will reduce to two working days. Places may of course be secured by later payment, subject to availability.**
 - 4 We can supply a pro-forma invoice by email if needed (please send the booking form first) and the same terms for booking apply.
 - 5 Receipt of booking forms will be confirmed by email. On clearance of payment, confirmation of the place and payment will be sent by email.
 - 6 Postdated cheques will be deemed received on the date of 'issue' on the face of the cheque. In the event of a cheque being returned unpaid the request for place(s) will be deemed void unless rebooked with valid payment (subject to availability at that time).
 - 7 Places are allocated to named delegates. A place may be transferred to another nominated delegate. The seminar office should be informed in writing of the names of the cancelled and new delegates at least three days before the seminar.
 - 8 A 90% refund will be made if cancellation in respect of one or more named delegates is received in writing, by fax or by e-mail, no later than 12.00 midday seven calendar days before the date of the respective event. A 50% refund will be made at the discretion of the organisers in the event of cancellation in writing received later, and only if the place can be rebooked.
- If your organisation has a number of managers who would benefit from attending we can arrange to deliver the seminar on site at a fixed fee for the day - do contact us if this might be of interest.

These seminars will be run by Dr Richard Fairburn

Following careers in the NHS and the Pharmaceutical Industry Richard Fairburn owned and ran a nursing home in Suffolk from February 1986 (the first new registration in the old East Suffolk HA under the Registered Homes Act 1984) to 2003, and was the only home owner in the country to go all the way to the Care Standards Tribunal with regard to the transfer of registration under the Care Standards Act (resulting in a pivotal decision on the scope of registration of nursing homes). He set up and ran a domiciliary care service from 1994, registering for the first time with CSCI in 2003, and selling it in 2006, then running an umbrella service for Criminal Records Disclosures.



Richard represented nursing homes and domiciliary care agencies locally from the late 1980s on regulatory and contractual matters. He was a member of the Council of the Registered Nursing Home Association for many years; member of the Executive Committee; set up a Patient Affairs Committee; and was the Association's first Liaison Officer for Community Care, representing the independent sector in negotiations of the Guidance for Community Care. He wrote monthly articles in "This Caring Business" on regulatory and other aspects of the Care industry for six years up to 2006. He qualified LLB at London University in 2000, and completed the Masters degree in Human Rights and Public Law at Essex University in 2002. He obtained the Diploma in Legal Practice at the University of Westminster in 2004, and the NEBOSH Diploma in Occupational Safety and Health (Pt 1) in 2005.

Richard Fairburn has provided Consultancy advice on regulatory matters to Care Providers since 2000 and the implementation of the Care Standards Act, also running seminars across the country on regulatory issues from that time. He took a particular interest in Statements of Purpose at the time of transfer to the Care Standards Act, preparing many such Statements for care homes and domiciliary care and nurses agencies, and has advised and represented Care Providers on an ongoing basis in regard to regulatory issues for more than a decade and a half.

The Consultancy now offers 'standard work' of response to draft inspection reports, ratings, and proposed enforcement, on a fixed fee system subject to contract; and also compliance assessments and assistance with provider returns. The Consultancy's Brochure of Services is available from the website at www.hsc-prof.com or through the Facebook page at <https://www.facebook.com/HSC-Professional-Consultancy-1715456902020143/>

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