

Personalisation: Commissioning and delivering transformed support and care

Workshop 3

Personalisation and regulation

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Personalisation and Regulation

Doug Paulley: Expert by experience

**Deborah Sterry: Head of methodology
and policy**

Rachael Dodgson: Policy manager



Some questions...



- What does personalisation mean to you?
- What are the opportunities and challenges presented by regulation?

Inspecting for Better Lives




- Proportionality
- Accountability
- Consistency
- Transparency
- Targeted

How we make judgements

- National minimum standards set out in groups (themes)
- Evidence from inspection assessed and judgement given to each outcome group (excellent, good adequate poor)
- Framework for assessing evidence (key lines of regulatory assessment)
- Overall rating for service decided by rules based approach

Awarding quality ratings:

Published in our reports and on our website from Jan 08

	For an excellent service
	For a good service
	For an adequate service
0	For a poor service

Who benefits?

Information = choice:

- People who use services and the public
- Councils and Primary Care Trusts
- Providers – incentive to improve
- CSCI – performance assessment of councils

How we engage with people who use services

- Experts by experience
- Short observational framework for inspection (SOFI)
- Stakeholder surveys
- Link resident
- Communication toolkit for people with learning disabilities.
- Increased guidance for staff



Personalisation and excellence

- Promoting dignity, autonomy, respect and independence
- Valuing diversity
- Innovative approach to care practices
- Individualised person centred planning
- Links with other services
- User involvement
- Citizenship and community inclusion



Making Social Care
Better for People

The Care Quality Commission



- CSCI + HCC + MHAC =
The Care Quality
Commission



- From 2009



- Checking adult social care
services, health services
and making sure patients
are treated fairly

Defining the scope of regulation

- Activities vs. types of services
- Modernised definition of personal care
- Decisions for what to include based upon clear principles and risks

What might be in or out of new system?

- Most services currently regulated by CSCI will continue to be so
- Care aspect of supported living schemes/extra care housing
- Day care??
- Exclusions : Private arrangements, personal assistants engaged and directed by the individual
- Nurses agencies?

The new framework

- The Health and Social Care Act
- Registration requirements and supporting regulations
- Compliance criteria – developed by Care Quality Commission
- Provider review function

Registration Requirements

- Basis for registration, inspection and enforcement
- Combined with a wider “periodic review” function
- Minimum level of safety and quality
- Set of 18 high level generic requirements
- Compliance criteria – the regulator

Example of how registration requirements might work

- Topic : people's health and well being are better because the care and treatment they receive are personalised and fair
- Requirement : involving people in making informed decisions about care and treatment
- Compliance criteria could include: decisions about people's care and treatment being explained in terms they understand including risks and choices

What will continue?

- ❑ Site visits
- ❑ Quality ratings
- ❑ Special reviews and studies
- ❑ Proportionate, targeted inspection
- ❑ Criteria (outcome focused) to assess compliance with regulations

Messages from Baroness Young: CQC's Chair

- ❑ "We are not going to tear everything up and start again, it is not as though the current commissions are broken"
- ❑ "it is about building on what we've got"
- ❑ "Social care is not going to get a rough deal"
- ❑ "The system will not turn into a one size fits all approach, there are big differences between a big health centre and a single business care home"

Thank you

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