

Care Quality Commission board meeting – 18 September 2019

For more detail on any of the items outlined in this summary, please find the full agenda and papers [available online](#)

Executive team update

- In August, the CQC changed the Adult Social Care (ASC) Provider Information Return (PIR) from a pre-inspection information request to an annual one. CQC has improved the questions on the PIR based on user research, and will monitor if this improves information collection and the way it is used in CQC regulation.
- Improving regulation in closed environments: Phase 2 of the Restraint, Seclusion and Segregation thematic review is currently underway. The CQC will be focusing on rehabilitation and low secure mental health wards, and care services for people with learning disabilities. They will also be looking children's secure and residential services in collaboration with Ofsted.
- Upcoming publication: Urgent and Emergency Care survey. The survey is an independent measure of people's experiences of major A&E, urgent care centres and minor injury units.
- The CQC has commissioned two independent reviews.
 - David Noble is leading a review on the 2015 Whorlton Hall inspection, and the subsequent decision not to publish that inspection.
 - Prof Glynis Murphy is chairing the wider independent review of regulation of Whorlton Hall.

Q1 Performance report

- In July, Primary Medical Services and Hospitals continued to achieve over 90% of inspections undertaken in line with CQC commitments.
- Notable improvement in ASC performance. Inadequate and Requires Improvement inspections continue to be delivered within KPIs.

Change portfolio quarterly update

- As set out in their Portfolio Build 2019/20, CQC maintain that they have made good progress in delivering their change and improvement ambitions. These include:
 - Completion of three user-focused digital technology initiatives
 - Ongoing delivery of CQC resource strategy based on total portfolio demand and working with internal and external partners to develop an overarching engagement strategy for change and transformation