Quality Assurance Quality Workshop – Part 4

‘There’s no I in team’

Wednesday 29th Sept (13:30 – 16:00)

Attendance – 70 Providers

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| Time on Zoom Recording | Activity | Lead | Notes |
| 0:00 – 6:35 | Introductions | Clare FlynnRegistered Manager at Brightening Lives Ltd[www.brighteninglives.co.uk](http://www.brighteninglives.co.uk) | * [QW Full Zoom Recording](https://us02web.zoom.us/rec/share/X_EX9gBOn9GtXVr3VoBgp6ZjswzSZymK62uG0PjhS8xbRgCKOAksPJUROVf3_Brp.zvVdGrGChnHH9pai?startTime=1632918924000)
* [Presentation Slides](https://docs.google.com/presentation/d/17q1dYcxB0iUd93uHAA6ZoeXMoXRgP9aUIbG-iSEmY_Y/edit?usp=sharing)
* Quality Assurance focused Quality Workshop facilitated by BCA in Partnership with Brightening Minds. This session is working about all working as a team to evidence the successful things you are doing in your organisation.
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| 6:35 – 13:05 | CQC Update | Clare Flynn | * CQC could not attend this Workshop however will be attending the next QW on the 17th November, so if you have any questions or topics you would like them to discuss please email admin@bradfordcareassociation.org
* CQC update is about what they are talking about doing now as part of the inspection. They are not moving away from KLOE’s however it is about the process of inspection, what they are looking at and what is informing that inspection. They will be looking at:
1. What is people’s experience?
2. What do staff and leaders tell us?
3. What have we heard from our partners?
4. What have we observed?
5. What do we know from the organisation’s process – their systems, policies, and records?
6. What can we learn from outcomes and performance data?
* There are 2 links to consult via <https://citizenlabco.typeform.com/to/Rhlg2w2m?typeform-source=lnks.gd> is re Caring, Responsive and Well Led and <https://citizenlabco.typeform.com/to/FVXiFUlK?typeform-source=lnks.gd> is re Safe and Effective.
* CQC will also be looking at the [I/We Statements: Making it real](https://drive.google.com/file/d/1riXLRP847kSPOeroqEgdpRMAeWmymqqi/view?usp=sharing) , this is something you and the people you care for may be asked about in your inspection so it’s important to think about what you do in practice already.
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| 13:05 – 21:00 | BCA PIR Workbooks | Clare Flynn | * The BCA created and sent out some PIR Workbooks to help you complete your PIR’s. There are 4 workbooks depending on the setting you are in. The workbook allows you to start planning and writing your answers before you have been given your PIR questions so it’s not one big stressful rush. The Workbook provides you with the question, questions type, KLOE relation, prompts, good + outstanding characteristics and space for you to write your answer and where the evidence can be located. Email admin@bradfordcareassociation for more info on this.
* The relevant quality assurance + governance PIR questions are question 1 and question 5.1, 5.2, 5.3 and 5.4. They are asking you what you know about your service.
* Slido poll. Providers were asked: Have you been using the BCA PIR Workbooks? (Appendix 1)
* BCA will be creating a version 2 of the PIR workbooks so it’s an easily readable document in a format so it’s easy to print as well but still contains all the useful information. This will be coming in the next few months.
* Slido Poll. Providers were asked: For those that have used the PIR Workbook’s, are they useful? (Appendix 2)
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| 21:00 – 56:30 | Exercise 1 – Policies and Procedures | Clare Flynn | * An important part of Governance + Quality Assurance is about knowing your organisation.
* Looking at W.2 ‘Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? + W2.5 How does the service manager make sure that responsibility and accountability is understood at all levels so that governance arrangements are properly supported? Do staff understand and know what is expected of them?

**Breakout room questions:**1. Which policy (policies) describes your governance process(es)?
2. What informs these policies? (Which regulations, best practice guidance?)
3. Who, in your team, is involved in quality assuring the support you provide?
4. What does each person do?

**Breakout Room 1 Responses:*** Honest in the fact that there probably is a policy that all this is written down in but not always looking at it or paying attention to it. CQC like to see policies so discussed the importance that policies are written down and looked at.
* Everything everyone comes across normally informs these policies such as workshops, QCQ, head office, updates and guidance, skills for care etc.
* Most of everyone had this spread out over the team which worked well. Some people use a matrix or graphs to then show CQC. Important that trends are looked at and actions have been taken.

**Breakout Room 2 Responses:*** Examples of different approaches such as quality and performance policy, group policies
* Focused on government guidelines and how the organisations had to respond at a very short notice (Covid-19). Looking at how to do this last notice and the challenges that come with it. Using other reports looking at CQC guidance for outstanding and good and making links.
* Starting with the manager then trying to share the workload with all members of staff.

**Breakout Room 3 Responses:** * Discussed the policies in place and found that everyone had a quality assurance process or policy and then beneath that there were several policies. Talked about how well known the medication policy is and what it involves. The group found that there are some well-known policies however some polices that aren’t known as much and people aren’t quite as clear on them. Covid-19 has made many organisations change their policies due to some big changes so the group looked at how this was achieved and the process that needed to be done.
* Was apparent that the whole team were involved during a particular part of a policy or audit, and people were clear on what they needed to do (different tiers of people’s roles and responsibilities).

**Breakout Room 4 Responses:** * Discussed Quality management statements and regulations and what forms these policies.
* Discussed the importance of other people being involved in the quality assurance programme and that there were relevant roles for individuals. The team gets bigger depending on the outcome of the audit + using the team in the way they are needed for the audit.
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| 56:30 – 1:02:00 | TEA BREAK -  |  | TEA BREAK |
| 1:02:00 – 1:45:00 | Exercise 2 – What we count and measure and how we do it? | Clare Flynn | * Looking at what we count and measure and how we do it? This sits under W4 How does the service continuously learn, improve, innovate and ensure sustainability? + W4.2 How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?

**Breakout Rooms Questions:**1. What do you count/ measure? (What checks do you do?) What policy is this relevant to?
2. Why do you count it?
3. How often do you count it? (Why that frequency?)
4. What do you do with the information you get from counting?
5. Who checks the actions are complete?

**Breakout Room 1 Responses:*** Customer satisfaction and how you get the feedback from individuals, the process in how it is done and the importance. Around learning if there were any gaps that needed improving. Good idea to go through a process every 6 months that would then be fed to a governance board. This would then create a lesson learnt and find any gaps that needed improving.
* Complaints – Managers looking at it on a monthly basis and looking into the complaint and if it was resolved and on what time frame and if anything could be improved in the future. Managers would then look into if anything would need changing or improving and how this could be implemented.

**Breakout Room 2 Responses:** * Care plans + Care records and discussed about making sure what they say they do they actually do. Important to make sure the service is safe and running well and staff and customers are happy.
* Auditing – happening monthly with having tiers to complete this (making sure the actions have been completed). Discussed the importance of auditing.

**Breakout Room 3 Responses:*** Medication auditing, finance – making sure these are checked on a regular basis and that they are capturing all the information needed. Then looking into how these feed into other care planning reviews.
* Discussed about observations and supervisions to improve further

**Breakout Room 4 Responses:*** Many audits we do for many different reasons such as medicines, care notes and work-based observations – frequency has changed in some of these areas recently for some reasons such as IPC checks being increased in relation to Covid 19. Discussed the importance of this to reduce risk of breaches or any further challenges along the way (reducing the spread of Covid). The increased frequency of checking and auditing has allowed them to find trends and patterns, then they can identify the problems and then address those problems. Useful way to find out things about service.
* [Flow Chart about auditing](https://docs.google.com/document/d/1uj_21aRuMSxuux9hV_aQQBHYIViXSqsObFpLfrMQX4I/edit?usp=sharing)
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| 1:45:00 – 1:58:00  | How are Bradford Council going to support the sector? | Paul Hunt paul.hunt@bradford.gov.uk Senior Manager – Covid-19 Support Team  Kerry JamesKerry.james@bradford.gov.uk City of Bradford Metropolitan District CouncilHealth and Wellbeing Department | * Bradford Council are expanding the team and asked the providers how else they believe they could support the sector. If you have any suggestions, please email admin@bradfordcareassociation.org
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| 1:58:00 – 2:02:00 | Skills for Care | Ailsa Bennailsa.benn@skillsforcare.org.uk Locality Manager - (Yorkshire and Humber/NE) Skills for Care  | * 3 useful resources that Skills for Care are involved in.
1. CQC - Monitoring, Inspection and Smarter Regulation on Tuesday 5 October 2021 | 10:00 – 10:30 - This webinar is delivered in partnership with the CQC and looks at how monitoring, inspection and support is evolving as the regulator implements their new strategy and smarter regulation. The webinar provides the opportunity to learn more about current CQC processes and what further changes are on the horizon. To register please email Ailsa.Benn@skillsforcare.org.uk
2. Bite-size resources - a range of bite-size resources that can be used by all frontline managers to support our webinars which include tips, checklists, and toolkits.
* Working with partners
* Quality assurance and quality improvement
* Risk assessment
* Contingency planning
* Time management
* Effective delegation
* Succession planning
* [www.skillsforcare.org.uk/registered-managers-webinars](http://www.skillsforcare.org.uk/registered-managers-webinars)
1. CQC Provider Support - offer practical support to help you recruit, develop, lead and retain your staff, to ensure that your service delivers good and outstanding care and meets CQC standards.Recommendations for CQC Provider guide. This refreshed guide signposts to a range of Skills for Care support. Delivering ‘good and outstanding’ care. Skills for Care ‘Good and outstanding care’ resources share best practice and key characteristics of ‘good’ and ‘outstanding’ care under each area of inspection.
* [www.skillsforcare.org.uk/CQC-provider-support](https://www.skillsforcare.org.uk/CQC-provider-support)
* [All Skills of Care Slides](https://docs.google.com/presentation/d/1A0Pb2Q87BI4P_uA8CQhZ4Cns-M7nBmwq/edit?usp=sharing&ouid=100912706810559174630&rtpof=true&sd=true)
 |
| 2:02:00 – 2:18:00 | Cellar Trust – Leading mental wellbeing together | Anthony Burnham anthony.burnham@thecellartrust.org Training Programme LeadSarah Bensonsarah.benson@thecellartrust.org Mental Health Training Facilitator | * Free Training platform was launched at the end of June including webinars and other training platforms. The feedback was very good, and Cellar Trust are due to launch more webinars and training platforms. <https://livingwell.training/>
* The overall aim of this training is to raise mental health awareness in the workplace and with leaders, managers, and supervisors, who are often the first point of contact for staff.
* Over aims: To develop a critical understanding of mental wellbeing and its contributing factors. To explore the impact of Covid-19 on mental wellbeing. To identify when self and others may be struggling with their mental wellbeing (warning signs and risk factors). To outline practical tools and strategies to support own mental wellbeing and that of colleagues. Comprehensive signposting to further resources and support.
* You can register for this course through the West Yorkshire & Harrogate Health & Care Partnership <https://workforce.wyhpartnership.co.uk/i-am-a-manager-or-leader> or by contacting training@thecellartrust.org and further information on all of the courses currently available can be found on the platform <https://livingwell.training/>
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| 2:18:00 – 2:23:00 | HALSA | Karen Thorntonkarenthornton@care247.ltd.uk Associate Director Care 24-7 Ltd | * Time for managers to reflect and have time for themselves. Care Association are looking to host some wellbeing sessions for registered managers that are run by HALSA to allow managers to have the opportunity to attend some wellbeing sessions that are fun and entertaining. For more details, please email admin@bradfordcareassociation.org
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| 2:23:00 – 2:24:30 | Slido Poll | Clare Flynn | * Providers were asked; How have you found the Quality Assurance Quality Workshop today? (Appendix 3)
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| 2:24:30 -  | NEXT QUALITY WORKSHOP DATES | Clare Flynn | PART 5 – Wednesday 17th November (13:30 – 16:00)CQC will be attending this session.Agenda + Tickets to follow…. |

**Appendix 1**

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**Appendix 2**

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**Appendix 3**

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