

- HW asked how confident CQC are that LAs are following up on all actions?
- KT explained our involvement in regional panels with DI adding that we feed in to the better care group and local managers also feed in to meetings [so we ought to hear if it's not happening].
- HW pushed back saying the system has been up and running since March and asked again how confident we are that LAs are following through with action.
- KT highlighted SN18 2g notification trends - that there was spike in April but it has now reduced to 'normal' levels.
- HW challenged that saying she doesn't agree that shows the LA has resolved the issue - "How do you know that LAs have gone and done something - not just from trends?"
- KT explained that we have conducted over 5,000 ESF conversations and if there were significant issues in LAs not completing actions we would be made aware via this route
- HW said *"My issue is that I don't feel there is visibility of what interactions are being undertaken by LA or CQC to ensure that there was safe care going on. I feel I have no intel, no idea what they have found out. It's a black box [hole?] for me. Really need insight in to what happens"*
- KT confirmed that the minister therefore wishes to see all output and interactions from March to June.
- HW confirmed this would be 'really useful', adding it was key to talk about future, but there are still 'significant gaps' in what she is seeing and what's been done. She said that when she is asked how sure she is that people haven't died in care homes for neglect, she doesn't have that assurance. She doesn't 'have the next level of what's done'
- KT offered to feedback in the same way we did with this meeting - via a short presentation at the next meeting - HW was content with this approach, adding it would be really helpful to look back through the peak in particular.
- HW then asked, within the context that Covid could be around for a long time, what can CQC do to reassure her that care homes are complying with infection control, PPE etc?
- KT highlighted discussion with David Pearson and Ros Roughton about this assurance. She wondered whether it should be a joint piece alongside ADASS?
- HW thought it would be good to have standalone CQC insight - as she 'comes to you [us] for that assurance on safety' adding discussion with David Pearson needs to go beyond inspection - she understands the limitations (limited numbers) - we would need to 'look at what system provides that'.
- TS thought this would be really helpful. He cited that some of this would already be picked up as part of KLOEs, but perhaps more focus could be given to more infection control inspections, or revised KLOEs.
- CQC agreed to think about what could be possible.
- HW asked for both actions to be brought to the next meeting in two weeks.

ACTIONS:

- CQC to look back at assurance between March and June and provide detailed analysis of inputs (trackers, WB, notifications, risk etc), actions (taken by CQC), output/follow up (assurance that actions have been completed)
- CQC to discuss infection prevention and how we might best capture this in the future.

ENDS

NR (he/him)
Government Engagement Manager