

CQC innovation plan 2016

Shaping the future: CQC's strategy for 2016 to 2021

About this plan

Innovation Plans set out how existing legislation and enforcement frameworks can adapt to innovative models. They are part of *Fixing the Foundations: creating a more prosperous nation* which was published by the Department of Business, Innovation and Skills (BIS) as part of the Summer Budget 2015. *Fixing the Foundations* sets out an action plan to boost the UK's productivity growth. All regulators have been asked to draft Innovation Plans as part of this.

CQC's plan assesses how well we are supporting innovation within the health and social care sector, as well as how well we innovate ourselves as an organisation. The plan should be read alongside our strategy, [Shaping the future: CQC's strategy for 2016 to 2021](#).

What we know

As people's health and social care needs are changing, providers are developing new ways of delivering care to meet those needs. We have seen new models of care emerge, and expect to see technology increasingly influencing these. Inevitably, providers will progress and develop at a varying pace. We expect that providers will explore different approaches to providing care to suit the needs of local populations, developing different ways of organising the delivery of that care, and using the new opportunities that technology provides. We expect to see some radical innovation and change over the next five years.

What we will do

Our aim is both to enable and encourage innovation in the services that we regulate and to innovate ourselves. Our statutory purpose includes encouraging improvement in how providers deliver care. We do this by ensuring that the regulatory framework we use supports and drives innovation, and acts as a catalyst for change that improves the quality of care for people who use services. We can only achieve this if we are innovative ourselves in our approach to regulation and so we are committed to ensuring we are a learning organisation, drawing on regulatory methods from the UK and internationally.

What this will deliver

- A supportive environment for providers to explore new ways of providing care or organising how it is delivered.
- Responsive regulation that makes it easy for people and partners to share their views with us.
- A more efficient organisation that is easier for providers and the public to interact with.

How we will do it

We will support services to be innovative:

- By **building relationships with services that provide innovative models of care**, and working with them through the process of registration and inspection to ensure that we are able to respond to their needs. We are creating a specialist team to support digital providers and have already responded quickly to changes in the market by registering online GP services and providing guidance to new-style GP federations to enable them to register. We have specialist Registration leads to support new care models through our processes, and have assigned a nominated CQC inspector to support each of the NHS vanguard sites that are re-designing care in their local areas.
- By **sharing areas of best practice to encourage improvement** within the health and social care sector. For example, by making recommendations to support improvement in housing with care services that cater for those who do not need full residential care support.
- By **developing principles to guide how we will regulate new models of care**. This will mean we can support the development of innovative high-quality care, while being able to protect and promote the health and well-being of people using services.

We will be innovative ourselves:

- By **moving all our interactions with providers online** over the next five years. We will continue to roll out our online provider portal, ensuring it is much easier for services to make amendments to their registration and to submit statutory notifications.
- By **making improvements to the content and structure of the CQC website** so that it meets the needs of the public and stakeholders, as well as ensuring that it functions across different devices.
- By **building services for the public that are digital** by default, and incorporating the **public's view of quality** into our monitoring data.
- By encouraging innovation in how we work, specifically by **using our data more effectively** to support our intelligence-led approach to inspection, including exploiting opportunities from data science tools and techniques, and **co-producing our approach** with providers, including digital providers, to ensure we are effectively encouraging innovation.
- By making our information easier to understand and use through **better and more timely inspection reports**. This will be underpinned by improvements in our core information management systems and technologies.
- By working with our national partners to align what we do and **address any regulatory obstacles** that may stifle progress.
- By continuing to undertake regular **horizon scanning** activities across teams to ensure we anticipate change where possible, while also focusing on ensuring our approach is nimble so it can **respond to rapid changes** in markets and to how care is provided.

Alongside publishing this innovation plan that accompanies our strategy, we will highlight innovation in our **annual report**.