

<b>MEETING</b>	<b>PUBLIC BOARD MEETING 26 February 2020</b>
<b>Agenda Item Paper Number</b>	<b>4 CM/02/20/04</b>
<b>Agenda Title</b>	<b>Executive Team report to the Board</b>
<b>Sponsor</b>	<b>Ian Trenholm, Chief Executive</b>
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**PURPOSE OF PAPER:**

This is a paper for the Board to **note**.

**Introduction**

The report this month provides an update on the following matters:

1. Chief Executive’s report
2. Blog: A whole system approach to managing winter pressures
3. Improving regulation in closed environments
4. Better system accessibility for colleagues
5. Lightening the load for inspectors
6. Recent publication: Getting to the Right Care in the Right Way: Digital Triage in Health Services
7. Information and cyber security risk

**1. Chief Executive’s report**

We are working with Public Health England and NHS England following the Coronavirus (COVID-19) outbreak. Colleagues are joining daily calls with their ‘silver command’ and we have issued guidance to our teams. I have written to Simon Stevens and Duncan Selbie, offering to support their response in whatever way we can. We will continue to work with national bodies and the health and care sector leaders to support the national response.

### **Chief Inspector of Adult Social Care's report**

Nil report.

### **Chief Inspector of Hospital's report**

#### **2. Blog: A whole system approach to managing winter pressures**

This [blog](#) discusses the impact of winter pressures on both emergency departments and the wider health and social care system. It highlights the importance of greater collaboration between services in order to meet increasing levels of demand and also references CQC's focused inspections of emergency departments over the current winter period.

#### **3. Improving regulation in closed environments**

##### **Regulation of similar environments**

- We have rated 14 mental health hospitals that admit people with a learning disability and or autism inadequate since May 2019.

##### **Closed environments update**

We commissioned two independent reviews following Whorlton Hall: We are committed to accepting and implementing the full findings of these.

- David Noble QSO led a review focusing on our 2015 inspection of Whorlton Hall and the subsequent decision not to publish the inspection report. The review was published at the January board meeting and we will be providing updates on the progress of delivering these recommendations at future board meetings.
- Prof Glynis Murphy is Chairing a wider independent review of regulation of Whorlton Hall from 2015 to 2019 which will be presented to a future board meeting.

- A programme of work is ongoing which includes, amongst other things:
  - Planning Phase 2 of Prof Murphy's work, including an international conference on learning disability and autism, and work on addressing the ethical and practical issues of CCTV;
  - Participating in work being done by DHSC in this area; and
  - Beginning to trial changes to how we handle whistleblower calls at our National Customer Service Centre.

### **Review of restraint, prolonged seclusion and segregation**

- The independent case reviews (ICETRs) of people identified CQC's interim report are underway with the Department of Health and Social Care and NHS England, overseen by Baroness Hollins.
- The visits of CQC's thematic review of restrictive practice are now complete. We are analysing evidence from our visits and the final report & recommendations will publish in Spring 2020.

### **Chief Inspector of Primary Medical Services' report**

Nil report.

### **Chief Operating Officer's report**

Nil report.

### **Chief Digital Officer's report**

## **4. Better system accessibility for colleagues**

We've been working closely with Microsoft to understand and implement new features to support colleagues with assistive technology needs. In February, Microsoft hosted CQC colleagues in an accessibility workshop, where we learnt about Office 365 features such as live subtitles in Teams meetings, dictation facilities and the immersive reader for neurodiversity needs. Speaking about the new "live captions" subtitling feature, Paul Kirby, chair of CQC's disability equality network said, "this really helps me to

engage in video conference meetings well. The amount of energy required to lip-read different people in long meetings is significant and having live subtitles makes it much easier for me to follow the meeting.”

## **5. Lightening the load for inspectors**

We’ve recently completed a significant overhaul of our data analytics tool (OBIEE), which is used by inspectors and intelligence colleagues to provide data insights. The performance improvements have dramatically reduced the time it takes to produce reports and the increased stability means access to relevant data is always at colleague’s fingertips.

### **Executive Director of Strategy and Intelligence’s report**

## **6. Recent publication: Getting to the Right Care in the Right Way: Digital Triage in Health Services**

The report from our first regulatory sandbox pilot, supported by the Department for Business, Energy and Industrial Strategy (BEIS) through its Regulators’ Pioneer Fund, [published](#) in January 2020. The sandbox is a space where providers can work collaboratively with CQC to look at how new ways of working fit with regulation.

This pilot focused on the use of digital triage tools in healthcare services. We worked with providers, people who use services, clinicians, technology suppliers and other stakeholders to build a consensus on what is needed to deliver high-quality care when using these tools. We have used the findings to identify what updates we could consider to our own methods to help us regulate these services better. We also present recommendations for other parts of the healthcare system. There is an excellent opportunity to use the insight and data generated by digital triage tools to improve care, and we need to work collectively to understand how best to do this.

Our [second sandbox pilot on AI](#) is underway and the report on the findings will publish in March.

## **7. Information and cyber security risk**

There are no significant incidents to report.