

Emergency Support Framework

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Approach to the development of the Emergency Support Framework (ESF)

- Colleagues from across CQC have worked together to develop a regulatory approach that delivers our purpose and is flexible enough to adapt to the changing needs of the health and social care landscape during the COVID-19 pandemic.
- ESF is a digital product to be used across all sectors and developed for ease of use, identification of risk and effectiveness of data collation and information sharing.
- It allows us to conduct assessments and have conversations with providers; with the physical safety of staff, people who use services and inspection colleagues in mind.
- It has been developed with a focus on our core principles and values.

ESF is a structured framework and digital tool developed from our current Assessment Frameworks for Health and Social Care.

It will help us to give targeted local advice, guidance and support to providers and care staff and help them to respond to emerging issues such as Care Act Easements to deliver safe care which protects people's human rights.

We will use ESF to:

- have open and honest conversations with providers, health and care staff, partners and wider stakeholders.
- keep people safe, and protect people's human rights by highlighting unsafe or poor care and using existing powers to take action where necessary.
- capture and share what we do and don't do so we are transparent about the action we have taken, and to inform future recovery and learning.
- share good practice, learning and innovative ideas that we come across.
- escalate issues regionally and nationally if necessary.

Emergency Support Framework Inspector's Portfolio View - Example



Navigation: Show Chart, + New, Delete, Refresh, Email a Link, Flow, Run Report, Excel Templates, Export to Excel

My Active Locations

Search for records

Location Name	Location Type	Risk Level	Combined Ri...	Overall Rating	Caring	Effective	Responsi...
		High	29	---	---	---	---
Community based Adult S...		High	45	Good	Good	Good	Good
Community based Adult S...		Very High	51	Good	Good	Good	Good
Community based Adult S...		High	40	Good	Good	Good	Good
Community based Adult S...		High	45	Good	Good	Good	Good
		Low	7	---	---	---	---
		---	---	---	---	---	---

1 - 7 of 7 (0 selected)

Emergency Support Framework: Location view - example



Navigation: Home, Recent, Pinned, My Work (Locations, Assessments)

Actions: + New, Open Org Chart, Deactivate, Connect, Add to Marketing List, Assign, Email a Link, Delete, Refresh, Process

Summary Intelligence Risk Model Related

Location Information

Provider	[Redacted]
Location Name	[Redacted]
Location ID	[Redacted]
Sector	Social Care Org
Location Type	Community based Adult Social Care Services
Local Authority	---
Phone	---
Email	[Redacted]
Website	---

ADDRESS

[Redacted]
[Redacted]

Risk Information

Risk Level	Very High
Combined Risk %	51

Rating

Rating	Good
Safe	Good
Caring	Good
Well-Led	Good
Effective	Good
Responsive	Good

Assessment Decisions

Search for records

Name	Location	Created
Decision to Assess	[Redacted]	24/04

Active Save

Emergency Support Framework: Assessment in Progress - example



Home Recent Pinned My Work Locations Assessments

New Deactivate Refresh Assign Share Email a Link Flow Word Templates Run Report

Assessment for [redacted] on 01/05/2020 16:03 [redacted] Draft Assessment Status

General **Safe care and treatment** Staffing arrangements Protection from abuse Assurance processes, monitoring a... Related

1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?
Answer **Yes** **There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.**

1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?
Answer **Yes** **Essential equipment, such as personal protective equipment, was available in sufficient quantities to help you manage the impact of COVID-19.**

1.3 Was the environment suitable to containing an outbreak?
Answer **No** **The environment wasn't always as effective as possible in containing an outbreak of COVID-19.**

1.4 Were systems clear and accessible to staff, service users and any visitors to the service?
Answer **--Select--** **Yes** **No** ---

1.5 Were medicines managed effectively?
Answer --- ---

1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?

Active | unsaved changes Save

Emergency Support Framework Completed Assessment - example



Navigation: + New, Deactivate, Refresh, Assign, Share, Email a Link, Flow, Word Templates, Run Report

Assessment for [redacted] on 01/05/2020 16:03 [redacted] Draft

Assessment Status: Assessment Status

General | Safe care and treatment | Staffing arrangements | Protection from abuse | Assurance processes, monitoring a... | Related

Name * Assessment for [redacted]

Decision to Assess * Decision to [redacted]

Location [redacted]

Assessment Outcome **Managing**

To complete your assessment, please provide notes
250 WORD SUMMARY GOES HERE

Timeline + ▾ ...
Enter a note... [redacted]
No records to show.

Result	
Score	33
Safe care and treatment score	12
Protection from abuse score	3
Staffing arrangements score	6
Assurance processes, monitoring and risk score	12

Active | Save

Emergency Support Framework Provider's view of Information



COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Date of call
29/04/2020 11:58
AM

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?

Yes There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.

1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?

Yes Essential equipment, such as personal protective equipment, was available in sufficient quantities to help you manage the impact of COVID-19.

1.3 Was the environment suitable to containing an outbreak?

Yes You had taken steps to ensure the environment was as effective as possible in containing an outbreak of COVID-19.

1.4 Were systems clear and accessible to staff, service users and any visitors to the service?

Yes Systems to ensure the environment were conducive to containing an outbreak of COVID-19 were clear and accessible to people using the service.

1.5 Were medicines managed effectively?

Yes Service users' medicines were effectively managed, despite the increased pressures associated with COVID-19.

1.6 Had the management of risk been affected by COVID-19?

Yes Systems enabled the continued management of known risks, as well as enabling the provider to respond to new and emerging risks, including those posed by COVID-19.

Assessment Area 2

Staffing arrangements

2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?

No There were not enough suitably skilled staff to provide people with safe care in a respectful and dignified way during the Covid-19 pandemic.

2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?

Yes There were realistic and workable contingency plans for staffing shortfalls and emergencies during the COVID-19 pandemic.

Assessment Area 3

Protection from abuse

3.1 Were people using the service being protected from abuse, neglect and discrimination?

Yes People were being safeguarded from abuse, harassment and discrimination.

3.2 Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?

Yes Action had been taken to properly respond to incidents, alerts or potential safeguarding incidents at the service.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Had the provider been able to take action to protect the health, safety and wellbeing of staff?

No Staff health, safety and wellbeing were not always protected and may have been affected by pressures associated with COVID-19.

4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care

No The systems to monitor the overall quality and safety of care were not always effective during the COVID19 pandemic.

4.3 Is the provider able to support staff to raise concerns during the pandemic?

No There was not always the capacity to support staff to raise concerns during the COVID19 pandemic.

4.4 Had care and treatment provided to people being sufficiently recorded during the Covid-19 pandemic?

Yes Care and treatment provided to people is being sufficiently recorded during the Covid-19 pandemic.

4.5 Had the provider been able to work effectively with system partners when care and treatment is commissioned, shared or transferred?

Yes Working arrangements and information sharing with system partners during the Covid-19 pandemic are effective.

Overall summary
