

## **CQC e-bulletin for Local Involvement Networks (LINKs) June 2011**

This is the Care Quality Commission's e-bulletin to all LINKs in England. It gives you an update on CQC activity most relevant to LINKs. It also provides news on the development of HealthWatch England. It tells you where to go for more information, how to share information with us from your work, and how to get involved in what we do.

This is the third e-bulletin in 2011. Previous e-bulletins and quarterly bulletins from 2010 can be found at [www.cqc.org.uk/localvoices](http://www.cqc.org.uk/localvoices)

### **What's new in this e-bulletin**

1. CQC consultation on a new Excellence Award for Adult Social Care
2. Dignity and Nutrition Inspection programme Update
3. CQC attends Mid-Staffordshire Hospital Inquiry
4. Guide for LINKs and tools for working with CQC
5. Next CQC LINKs advisory group meeting
6. HealthWatch update
7. CQC and LINKs annual reports
8. CQC and LINKs information for NHS Quality Accounts
9. Get involved in new CQC projects
10. Tell us about your work with CQC – and we will share it

### **What to look out for?**

Watch out for our guide for LINKs on working with CQC

Tell us about your work with CQC and we will share it in this bulletin

Our new look LINKs e bulletin being launched next month

#### **1. CQC launches its consultation on a New Excellence Award for Adult Social Care**

CQC has recently launched its consultation on a developing a New Excellence Award for Adult Social Care. In April 2012, a new excellence award scheme will launch for adult social care services in England. We are seeking your views on our plans for this scheme

to help us ensure it meets the needs of those people who will rely on the information it provides.

The consultation will close on **Monday, 1 August 2011**.

The link below takes you to our website, where you can read about our plan in our consultation document, and ways in which you can comment on our proposals.

<http://www.cqc.org.uk/yourviews/consultations/excellenceaward.cfm>

## **2. Dignity and Nutrition Inspection programme update**

This review was a targeted inspection programme of NHS hospitals looking at whether older people are treated with respect and how they are helped with food and drink when they need it. The inspection visits were unannounced and carried out in selected ward in about 100 NHS hospitals. We chose hospitals to visit partly on what we already know about how well they are doing and partly at random. Findings from our inspections give a snap shot of our findings on a specific ward or wards at the time of our visit, rather than a complete picture of behaviour across an entire hospital. Thank you to those LINKs who sent us information about your own work on dignity and nutrition. This evidence contributed to our decisions about which hospitals to visit and what to look for in our inspections. To find out more and view the report

[http://www.cqc.org.uk/newsandevents/newsstories.cfm?widCall1=customWidgets.content\\_view\\_1&cit\\_id=37384](http://www.cqc.org.uk/newsandevents/newsstories.cfm?widCall1=customWidgets.content_view_1&cit_id=37384)

## **3. CQC staff give evidence at the Mid Staffordshire inquiry**

Senior CQC staff have now started giving evidence to the public inquiry into the monitoring of Mid Staffordshire NHS Foundation Trust, including our Chair Jo Williams and our Chief Executive Cynthia Bower. To read our evidence to the inquiry and view transcripts of the sessions, please follow the link below

<http://www.cqc.org.uk/newsandevents/midstaffsinquiry.cfm>

## **4. Guide for LINKs and tools for working with CQC**

We are almost ready to publish our guide for LINKs. Electronic copies will be sent to your LINK in June, followed by printed copies for each LINK. You will be able to download the report from [www.cqc.org.uk/localvoices](http://www.cqc.org.uk/localvoices). There will be an extended web report which contains more examples of how some LINKs have worked with CQC.

In the meantime, you can always contact one of the LINKs involved in the project, to find out more about the tools and templates they have developed. A list of these is shown below.

Name of LINK	Tools and templates produced
Gloucestershire LINK	<p>A communications pathway protocol between LINKs and CQC</p> <p>Public statement about the relationship between the LINK and CQC</p> <p>Quarterly spreadsheet template produced to capture comments received from the public at events and other through other sources</p> <p>Draft agenda for meetings between the LINK and CQC</p>
East Sussex LINK	<p>Comments sheet about services and 'at a glance' graph</p> <p>Decision making process for agreeing priorities</p> <p>East Sussex LINK work programme and how the LINK conducts its activities</p> <p>Joint working protocol with statutory partners</p>
Leeds LINK:	Draft protocol for communication between CQC and Leeds LINK
Sefton LINK	Template for recording PALs issues against CQC standards
Bromley LINK	Reporting template: Bromley LINK to CQC
Plymouth LINK	<p>A meeting template and agenda for CQC meetings</p> <p>A map of research areas against CQC standards</p> <p>A survey used to gather views on primary care access</p>
Derby LINK	Survey and interview tools for use in care homes related to CQC essential standards

#### 5. Next CQC LINKs advisory group

We are holding the next meeting in Manchester on Tuesday 28<sup>th</sup> June. If you would like to attend or want more details about the meeting please contact [involvement.edhr@cqc.org.uk](mailto:involvement.edhr@cqc.org.uk). Any LINK host or member is welcome to attend the advisory group, on a first come first serve basis.

#### 6. HealthWatch update

On Friday 6 May the joint Department of Health and CQC HealthWatch advisory group met. Lord Earl Howe, Parliamentary Under-Secretary of State for Quality at the Department of Health, attended this meeting as part of the listening exercise by the

NHS Future Forum. The minutes will be available on the HealthWatch page of our website shortly at:

<http://www.cqc.org.uk/aboutcqc/whatwedo/improvinghealthandsocialcare/healthwatch.cfm>

### **Launch of HealthWatch**

The launch of HealthWatch and HealthWatch England will now take place "no earlier than July 2012". Sir David Nicholson, Chief Executive of the NHS, issued a letter to his colleagues which reads:

Because of the pause in the legislative process and...subject to the results of the listening exercise and the passage of the Bill, all of the statutory changes which were due to take place in April 2012 will take place no earlier than July 2012."

The 'listening exercise' was launched on 6 April during the natural break in the passage of the Health and Social Care Bill.

### **Emerging HealthWatch Transition Networks**

We are undertaking a piece of work to map emerging LINKs to HealthWatch Transitions networks that are starting up in different regions. This will help us connect the development of HealthWatch England with the ideas coming from these networks about local HealthWatch. We will provide details of the networks we identify in all the regions in the next e-bulletin. If you are involved in any kind of LINKs network at the moment, please do let us know at [involvement.edhr@cqc.org.uk](mailto:involvement.edhr@cqc.org.uk)

## **7. CQC and LINKs annual reports**

We know that you are completing your Annual Reports for 2010/11. It is very helpful if you can share these with your local CQC compliance inspector/ Manager and also send us a copy to [involvement.edhr@cqc.org.uk](mailto:involvement.edhr@cqc.org.uk). We will use any information in the reports that tells us whether services are meeting our essential standards of quality and safety.

## **8. CQC and LINKs information for NHS Quality Accounts**

We have been receiving NHS Quality Accounts. Our intelligence team looks at the LINKs information within these to use in our profiles of service providers. Your LINK does not need to send us your contribution to your NHS Quality Accounts unless you have additional information that was not included in the final Quality Account. It is particularly useful if this relates to our essential standards. [Link here to our essential standards](http://www.cqc.org.uk/publications.cfm?fde_id=15413)

## **9. LINKs Involvement in CQC projects**

We hope to run further projects in 2011-12 looking at how we can share information and build closer relationships as we move towards the setting up of HealthWatch England. The first project will focus on sharing information from people who use services and exploring how we or HealthWatch England could best use it. If your LINK would like to get involved or would like more details, please let us know at [involvement.EDHR@cqc.org.uk](mailto:involvement.EDHR@cqc.org.uk)

## **10. Tell us about your work with CQC – and we will share it in this bulletin**

If your LINK has been working positively with CQC in your area and you want to let other LINKs know, please send a short paragraph about what your LINK and CQC did together, and what you achieved to [involvement.EDHR@cqc.org.uk](mailto:involvement.EDHR@cqc.org.uk).

We will publish it in the next e-bulletin. Examples of the sorts of information you have shared with CQC from your work, or from local people about their care, is particularly

useful – especially if it has led to some improvements in local services. We look forward to hearing from you!

**Where to go for more information**

[www.cqc.org.uk](http://www.cqc.org.uk)

telephone CQC at 03000 616161 or general enquiries at [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

The involvement team who produce this bulletin can be contacted at [involvement.EDHR@cqc.org.uk](mailto:involvement.EDHR@cqc.org.uk) or via the general telephone number above.