

## Resident Voice Meeting 31<sup>st</sup> August 2023

### Care Quality Commission's (CQC) Assurance Workshop Presentation Inspection Process

The session was focused on a presentation from Una Kroll (Council Liaison Officer) about the Care Quality Commission's (CQC) assessment of local authority adult services.

Una talked to the group about:

- Legislation – Health & Care Act 2022
- Assurance Programme in place
- Framework overview – four themes:
  1. Working with people
  2. Providing Support
  3. How the Local Authority ensures safety
  4. Leadership
- Self-assessment and improvement action plan

Una explained about the process and that this is new and something the CQC have just developed so everyone is learning.

Croydon Council doesn't know when they are going to be assessed so we are preparing now.

We are currently using the guidance from the Association of Directors of Adult Social Services, known as ADASS and are still waiting for all the guidance from the CQC. This is something we can take back to them and ask for clarification (action).

The group talked about the importance of collecting feedback in a variety of ways, so everyone has a chance to have their voice heard. So qualitative (words) and quantitative (numbers) data would be needed.

When talking about the process of the assessment the group asked if there was an opportunity to give feedback on the report when it was published. Una said she would find out the process from the CQC (action).

The group talked about the importance of language when people are getting involved in giving feedback and developing services and how important it is to be honest about the involvement and influence people can have and let the Council know if they know of anyone or any groups who might be interested in being part of the assessment process.

Council colleagues committed to keeping the group updated on the CQC Assessment and explained that Resident Voices members could sign up to CAC Assurance email updates if they would like.

Marilyn informed the meeting that she would provide an update for the October Tenant & Leaseholder Panel on what the group discussed today.

Group members were thanked for all their valuable contributions at what was a really useful and inclusive meeting.

First draft of some Terms of Reference for the Resident Voices Group were subsequently sent to members on 21<sup>st</sup> September 2023.

Marilyn Smithies