



Meetings/events feedback form

Date of meeting: 19th July 2011

Title of meeting: Social Care Excellence Awards – Care Quality Commission Consultation

Audience: Representatives of voluntary and private sector care provider organisations, some LINKS organisations, some CQC managers and some potential award scheme operators

LINK representative(s) attending:

Dave Bassett

LINK representative completing feedback form:

Dave Bassett

Rationale (*Why are we attending the meeting event*). *Note – if you are delivering a message/presenting re: what the LINK is about this needs to complement the standard presentation. If not provide details of message given.*

The CQC has been holding a national consultation on the proposed introduction of a social care excellence award scheme that would replace the star rating system that has been recently phased out. I attended one of the two national consultation events that took place in Manchester and London during July which were run by the office for information – part of the Cabinet Office. It was chance to understand the proposals and contribute to the consultation.

What were the main issues to come out of the meeting/event from the LINK perspective? (*List between 1 and 6 bullet points would be helpful*).

- ❖ Ministers had asked the CQC to develop a proposal to set up a social care excellence scheme that care providers could apply for. It is envisaged that that the scheme would be delivered external organisations under licence from the CQC and would be self financing. It is anticipated that this award would be for excellence over and above registration standards.
- ❖ The CQC has been developing a proposal and at the same time seeking interest from potential companies to run the scheme. It appeared to me that they were trying to procure suppliers before they had properly defined the specification for the scheme and finished the consultation.
- ❖ We were offered a definition of excellence that had been significantly influenced by work done at the University of Kent (copy available) which looks particularly at the softer issues around the care experience. We agreed that this was acceptable as a guide for what to look for from a quality service.
- ❖ The view from many of those present who were small providers was that this was an unwanted and unnecessary award that they would not pay to apply for. It was suggested that a comments log such as is used by Patient Opinion would be far more useful to people and their relatives looking at the user experiences rather than an award that has to be bought by the proprietors.
- ❖ The consultation finished at the end of July and the outcome will be published in the autumn.
- ❖ I am pleased to report that no expense was incurred by the LINK in me attending this event as all travel costs were met by the CQC.