

Agenda
Local Healthwatch and CQC Conference
Webinar 12th May 2020
10:00-12:00

Time	Agenda Item
10:00	Welcome and introductions
10:05	<p>Session One – Mental Health Act Coronavirus Bill (slides 4-12)</p> <p>An overview of the changes to the Act were provided and details of CQC’s response to COVID in Mental Health (MH) were outlined (see below).</p> <p><i>CQC’s response to the virus within the MH sector</i></p> <ul style="list-style-type: none"> • For services that are registered with us for use of the Mental Health Act, our MHA Reviewers will be continuing their monitoring of services, mainly using remote methods. • They will complete site visits if concerns are identified. • We continue to provide our Second Opinion Appointed Doctor service for independent scrutiny of treatments for people subject to the Mental Health Act • Continue to receive and respond to complaints from or about people who are detained. <p><i>Key points for CQC from Healthwatch</i></p> <ul style="list-style-type: none"> • Concerns about GPs responding to the crisis with a ‘blanket’ approach to how they treat patients and services users – Completing ‘respect’ forms for people who lacked capacity on their behalf • Concerns about Inspectors approach to assessing whether to look in-depth at a service using our new Emergency Support Framework – specifically a complaint about looking at previous inspection reports to inform whether the provider should be investigated further when other intelligence should be given a higher priority • Concerns regarding lack of PPE for patients receiving deport medication - and an overall lack of communication and guidance in PPE usage for patients <p>ACTION: Ellen to provide details to Staffordshire HW on how to escalate an issue if you are unhappy with an inspector’s response.</p> <p>The CQC Engagement and Insight team asked HW to visit the Citizen Lab online platform, Healthwatch page to complete a short survey on this agenda item and provider further comments if they wished. https://cqc.citizenlab.co/en-GB/</p>
10:45	<p>Session Two – CQC’s response to the Coronavirus – Emergency Support Framework (see slide deck)</p> <p>Our primary objective is to support the health and care system to keep people safe during this health emergency. We will do this by:</p> <p>The Emergency Support Framework (ESF)</p>

	<p><i>Our objective to create:</i></p> <ul style="list-style-type: none"> • A digital first inspection product to be used across all sectors, our Emergency Support Framework (ESF) • An intelligence capture product to be used in adult social care <p><i>The key principals</i></p> <ol style="list-style-type: none"> 1. Use and share information to target support where it's needed most 2. Having open and honest conversations 3. Gathering and recording information 4. Taking action to keep people safe and to protect people's human rights 5. Capturing and sharing what we do <p><i>Key points for CQC from Healthwatch</i></p> <ul style="list-style-type: none"> • HW would like to be able to contribute to CQC's insight so understanding what themes we are looking at will help to gather feedback from their stakeholders. <i>Recommendation to CQC; Share these themes with HW on a regular ongoing basis via Citizen Lab or IHW bulletin.</i> • Concerns were made regarding reporting Dom Care Agency PPE shortages – HW had reported to Public Health England. <i>CQC response – people in receipt of care should complete the Give Feedback on Care form on the CQC website – this would go directly to the local inspector who can raise it as an issue</i> <p>The CQC Engagement and Insight team asked HW to visit the Citizen Lab online platform – Healthwatch page to complete a short survey on this agenda item and provide further comments if they wished. https://cqc.citizenlab.co/en-GB/</p> <p>END</p>
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Attendees:

HW Camden
HW Swindon
HW Cornwall
HW Derbyshire
HW Brighton and Hove
HW Telford & Wrenkin
HW Warwickshire
HW Birmingham
HW Stoke
HW Barking and Dagenham
HW Staffordshire
HW Calderdale
HW Essex
HW Suffolk
HW Stockton on Tees
HW Norfolk
HW Coventry
HW Newham
HW Derbyshire
HW Waltham Forest
HW Northamptonshire

Rebecca Naylor CQC – Public Engagement and Insight
Katie Doyle CQC - Public Engagement and Insight
Nisha De Souza CQC - Public Engagement and Insight
Kerry Smith CQC – Mental Health Act Policy team
Matt Kinton CQC - Mental Health Act Policy team
Caroline Prudames CQC - Mental Health Act Policy team
Ellen Fernandez CQC - Public Engagement and Insight

Davina Jarman HWE
