

Regulation, Registration & Quality

Pam Firth

International Consultant in
Psychosocial Care. Joint Chair
EAPC Task Force

p.firth97@btinternet.com



Presentation will look at the following

- Regulation HCPC
- Registration HCPC
- Care Quality Commission
- Social Care Institute of Excellence
- National Institute of Clinical Excellence
- British Association of Social Workers
- Standards and indicators



Regulation



Professional Regulator

- Sets standards for individuals from the health and social and health care sectors. E.g. Physiotherapists, Occupational Therapists
- Regulates fifteen professions
- Standards of proficiency for social workers
- Standards for Training /Education (SETs) Set the education standards. These define the content etc.so that social work students reach the proficiency required for register

HCPC -Duties as an Educational Provider -June 17

- 1 Introduction
- 2 Level of qualification for entry to the Register
- 4 Programme admissions
- 5 Programme governance, management and leadership
- 7 Programme design and delivery
- 8 Practice-based learning
- 9 Assessment



HCPC SETs

Are the standards against which we assess education and training programmes. A programme which meets the SETs allows learners who successfully complete that programme to meet the standards of proficiency for their profession, and are eligible to apply to the HCPC for registration.

Key changes include:

- new standards requiring inter-professional education, learner involvement and supporting learners to raise concerns;
- strengthening the link between the SETs and the standards of conduct, performance and ethics;
- making key terminology broader, inclusive and up to date with current terminology used in the sector.



Changes for Social Workers

- New act Children and Social Work Act
- From 2018 regulation moves from HCPC to a new regulator---
- **Social Work England**
- (Original idea was for Government to have direct control Vigorously opposed by the profession)



Care Quality Commission

- CQC Compliance, Quality Assurance & Care Management for Health & Social Care Providers
- Inspections are an important part of their work carried out by trained experts
- Publishes results, so service users can check the quality
- Simple to use online interface for everyday use by all adult social care staff

Example: Measuring quality of the provider CQC

- Be of good character.
- Be able to properly perform tasks that are intrinsic to their role.
- Have the necessary qualifications, competence, skills and experience to carry on the regulated activity or supervise its management.
- Be able to supply CQC with documents that confirm their suitability (see the information and documents identified in [Schedule 3](#) of the regulations).



SCIE

<http://www.scie.org.uk/>

- Social Care Institute for Excellence
- Sets quality standards-builds the evidence base for care and support
- Produces excellent training material



SCIE (Independent Charity)

Our vision

We improve the quality of care and support services for adults and children by:

- identifying and sharing knowledge about what works and what's new
- supporting people who plan, commission, deliver and use services to put that knowledge into practice
- informing, influencing and inspiring the direction of future practice and policy.



SCIE _____ Our values

This vision is underpinned by the way we work which is:

- Co productive and collaborative:** We co-produce our work with people who use services and their carers to identify what works and how that knowledge can be put into practice. We promote equality and value diversity and human rights. We collaborate with partners to influence future policy and practice, and to increase our reach and impact.

- Innovative and customer-focused:** We meet the changing needs of our diverse audiences and customers with new and better services and products that support the delivery of high quality services.

- Enterprising and expert:** We seek new opportunities to promote our knowledge and skills throughout the care and support and other sectors. Our work is based on a rigorous approach to identifying good and developing practice.



Recent statement by the new chair of SCIE

The Care Quality Commission says our fragile social care system is 'approaching a tipping point'. The signs and symptoms of a system running hot have pushed social care up news and political agendas. Despite this, understanding of social care remains a mile wide and an inch deep.



Professional Capabilities Framework

- Owned by the British Association of Social Work
- This framework is designed to support social workers
- Overarching framework by describing the capabilities required by social workers at key career stages





British Association Of Social Workers

- BASW was formed in 1970 by the amalgamation of the Association of Child Care Officers, the Association of Family Case Workers, the Association of Psychiatric Social Workers, the Association of Social Workers, the Institute of Medical Social Workers, the Moral Welfare Workers' Association, and the Society of Mental Welfare Officers.



British Association Of Social Workers

- Member organisation
- 20,000 members
- Provides information and support
- Legal advice and insurance
- Code of Ethics



NICE (National Institute of Clinical Excellence)

- Also produce standards.
- Used in End Of Life Care for Health /Social Care
- Below is an example of the way the standards co-ordinate with social care



How NICE quality standards fit with the regulatory and quality frameworks for social care





Measuring quality in social care services

- Presents distinct challenges
- The “experience” leads to subjective judgements
- How to measure and produce quality indicators of the personal relationship between social worker and client?
- Non-service related factors come into play
- Consumer-directed care models
- The “personalisation “of care models



Fifteen Examples of Standards for Care-workers

1. Standard 1 – Understand Your Role
2. Standard 2 - Your Personal Development
3. Standard 3 - Duty of Care
4. Standard 4 - Equality and Diversity
5. Standard 5 - Working in a Person Centred Way



Five more examples that are measurable

- Standard 6 – Communication
- Standard 7 - Privacy and Dignity
- Standard 8 - Fluids and Nutrition
- Standard 9 - Mental Health, Dementia and Learning Disabilities
- Standard 10 - Safeguarding Adults

Five more

- Standard 11 - Safeguarding Children
- Standard 12 - Basic Life Support
- Standard 13 - Health and Safety
- Standard 14 - Handling Information
- Standard 15 - Infection Prevention and Control



Outcome Star

- Method of measuring out comes in social care
- Triangle – the social enterprise behind the Outcomes Star™
- Triangle exist to help people reach their highest potential. Through the Outcomes Star, we work with services to promote and measure individual change and to enable learning at an individual, service, organisation and sector-wide levels



Range of tools for variety of services

- The Outcomes Star™ is an evidence-based tool for both supporting and measuring change
- Finding the right Star
- Each version of the Star is tailored to the needs of a sector and the service users they support
- About the Star
- A uniquely innovative family of tools, see how the Star has developed since its original publication in 2006



Finally- Resilient Teams & Organisation

- Policies and procedures
- Recruitment, induction, mentoring
- Competencies, standards and appraisal
- On-going education and training
- Clinical review and clinical supervision
- Formal mechanisms for listening and consulting
- Well managed meetings
- Support for innovation (Borrill et al 2001)
- Clear team objectives
- The most successful teams... 'can accommodate a broad range of views on important topics' (Farsides 2006)



Promoting Resilience in Palliative Care

A Strengths-based approach



Oliviere and Monroe, 2008