The CQC's New Strategy

The CQC released their new strategy recently to give guidance on how they're changing regulations to improve care for everyone.

There are 4 themes outlined in the new strategy that the regulator has categorised their ambitions into.

## These are:

- People & communities
- Smarter regulation
- Safety through learning
- Accelerating improvement

Through every theme, the CQC have 2 core ambitions:

– Accessing local systems – providing independent assurance to the public of the quality of care in their area

– Tackling inequalities in health and care – pushing for equality of access, experiences and outcomes from health and social care services
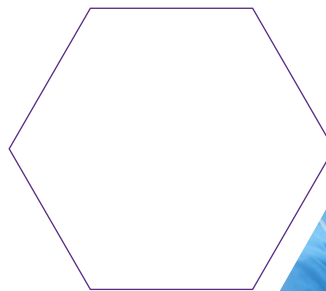
People and Communities
Ambitions

Listening and acting

This ambition is based around how people's voices, whether positive or negative, need to be heard and acted upon. The CQC wants to make it easier for people, their families and advocates to give feedback. They will also change the way they record and analyse feedback so it's easier for them to see changes. **It will be seen as unacceptable if a service is not encouraging and enabling people to speak up.** They'll assess how they are doing this to ensure that those who are most likely to have a poorer experience of care will be heard.

Prioritising people and communities

This ambition is all about services provideing smoother transitions of care. There will be a focus on how well local systems perform against the things that matter to people. **The CQC will also highlight good practice** they see, so that others can learn from it and adapt it to their own area.

People are empowered

People will always be at the centre of the quality of care. The CQC aspires to be clearer about their role as a regulator, and to actively raise public awareness of what they do. **A good or outstanding rating is what all services should aspire to and the CQC will provide a clearer definition of what this looks like for everybody.** This will be based on people's lived experiences of care and what matters to them.

How does Radar Healthcare support these ambitions?

Learning from experience

Staff can easily and quickly log feedback from service users, family and advocates onto Radar Healthcare. Because our software can be used on most devices, it can be logged there and then if appropriate. This isn't where it stops though – **our software is built around improving care.** That's why it will then automatically notify and send actions to the relevant staff in the service to ensure that the complaint or compliment is acted upon.

Joining up services

We know how important it is that the communication between services is good to enable a smooth transition of patients. That's why **Radar Healthcare is interoperable with many other systems** you may already have.

Evidencing action taken

The CQC need to see evidence of all these ambitions, and that's why services need to not only follow them, but also show this via evidence. **Radar Healthcare allows you to attach evidence in the form of documents or images digitally,** so that they can be pulled at the click of a button to show the CQC.

Want to find out more?

Book a Demo

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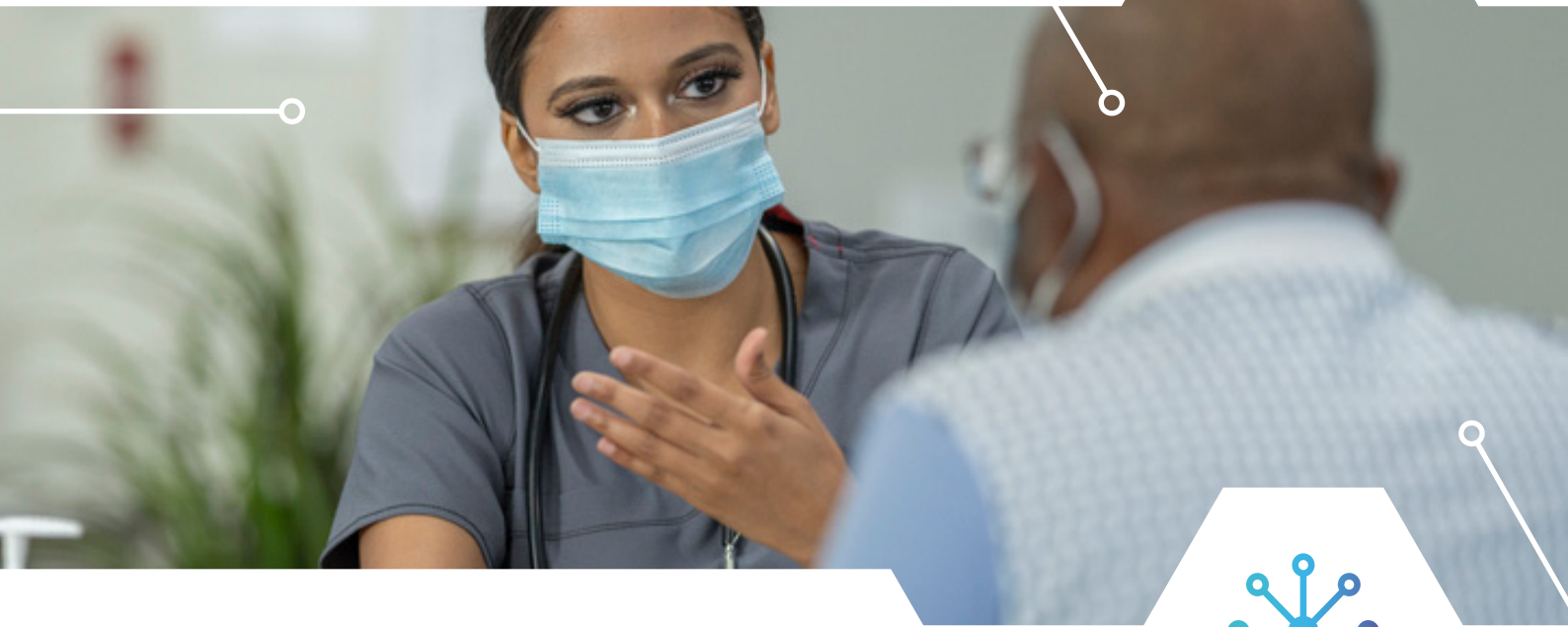
Smarter Regulation Ambitions

More meaningful ratings

More dynamic ratings means that they will be updated if evidence shows a change in quality. **There won't always need to be an inspection to do this.** Ratings will now evolve to reflect how people experience care.

Adapting to changes

Care changes, so the CQC aspires to keep pace in their regulatory model. They are going to improve the way they register services so that **all parts of an organisation that direct or control care are regulated** and ultimately held accountable for people's care.

Relevant for all

The regulatory board will use their clearer definition of quality as a reference for what good and poor care looks like. **People can be confident that good means good with whichever service they are using.** Information will be easier to understand and more accessible for all audiences.

Taking the right action at the right time

On-site inspections are vital, but the CQC understand that these may not fully reflect the day-to-day care provided in a service. Therefore, **there will be a move away from scheduled inspections to a more flexible approach.** The aim of the taking the right action at the right time ambition is for the CQC and care providers to be alert and ready to act quickly in a more targeted way.

Making it easier to work together

The CQC have the ambition to make it easier for services to work with them. They'll only ask for information they need and when they can't get it somewhere else. They want to improve the way they digitally connect with services. Starting from registration, they'll make it easier for services to give them the information they need and simpler to update what they've already told them. **They'll keep all the information they have on a service in one place so it's easier to access.**

![Radar Healthcare logo]

How does Radar Healthcare support these ambitions?

Real-time data

Our software provides you with real-time data on an easy-to-understand dashboard. This means that you can **make informed decisions quickly, aligning with the CQC's ambition of taking the right action at the right time.**

Always up to date

We constantly update Radar Healthcare and because it's cloud-based, you always have the latest version. This means that **we're able to adapt to changes in care regulation quickly,** always keeping ahead of the game so our customers can too.

Easy to work with the CQC

Our software is already built to make it simple to pull evidence or reports when the CQC requests. **Instead of sifting through papers or spreadsheets, you can gather digital evidence in just a few clicks.**

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Safety through Learning Ambitions

The importance of culture

Safety must be a priority for all. The CQC plans to work with others to establish a definition and language about safety. Along with a better understanding of risk. **A culture of learning will be implemented.**

Building expertise

With knowledge comes assurance that the level of expertise in an organisation is suitable. The CQC will look at how services assure themselves they have the right knowledge, and how they are investing in improving safety.

Involving everybody

People should be involved in their own safety throughout their health and care journey. **The CQC will check that services take into account people's rights** and their unique perspectives of what matters to them in the way they choose to live their lives and manage risk.

Regulating safety

Some of the biggest safety risks are when people struggle to get the right care, when they're transitioned between services, or after they're discharged. **Where there's a bigger risk of a poor culture, the CQC will focus on this type of care setting.** They will ensure data gathering is consistent across sectors. If improvement in a service is taking too long, the CQC will use their powers to act.

Consistent oversight and support

To help services build strong safety cultures, they need to have consistent support. The CQC is planning to work with others to develop solutions. **They'll use their insight and independent voice to promote a national conversation on safety across health and care** sectors and systems to drive improvements in safety cultures and reduce harm.

How does Radar Healthcare support these ambitions?

Joining up services

We know how important it is that the communication and collaboration between services is good to enable a smooth transition of patients. That's why **Radar Healthcare is interoperable with many other systems you may already have.**

Workforces have appropriate knowledge

Our software's workforce compliance module ensures that your **staff have the expertise required** to provide safe care.

Involve everyone in their care journey

Staff can easily and quickly log feedback from service users, family and advocates onto Radar Healthcare. Because our software can be used on most devices, it can be logged there and then if appropriate. This isn't where it stops though – our software is built around improving care. That's why it will then automatically notify and send actions to the relevant staff in the service to ensure that the complaint or compliment is acted upon.

Encourage an open culture and shared learning

Radar Healthcare enables easier communication between staff through features like automatic notifications when anything needs to be seen or actioned. This means **nothing is missed and safer care is offered.**

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Accelerating Improvement Ambitions

Collaborating for improvement

Right now, the support available varies and the CQC want to change that. By strengthening the relationships they have within local systems, **the CQC will promote collaboration on improvement,** an equally good experience, and good outcomes. They also plan to facilitate national improvement coalitions.

Making improvement happen

The CQC want to enable better access to support that helps services make improvements. Improvement conversations between the CQC and services will be introduced to support services to decide for themselves the best way forward. The CQC will also deliver a programme of activity to drive change. **Analysis and benchmarking data will be shared with services so they can self-assess performance.** Services will also need to contribute to improvement in their local area.

Encouraging innovation and research

Working in partnership with services and other stakeholders, **the CQC pledge to develop an effective way of regulating new innovations and technology.** Services will be encouraged to play a part in research to improve care for all.

An approach based on evidence

Through assessments of services and local systems, **the CQC will investigate the things that are most important to ensuring good quality care.** Investing in research and making better use of external evidence, they'll gain a better understanding of the conditions that drive quality improvement, including evidence and best practice from other industries. They also pledge to embed a culture of learning and evaluation within the CQC itself to maximise impact on the quality and outcomes of care.

How does Radar Healthcare support these ambitions?

Learning from experiences

With Radar Healthcare, **feedback from service users, family and advocates can be logged quickly and simply.** Even better, automatic notifications will then send actions to the relevant staff.

Enabling collaboration

Our software enables easier collaboration and communication between teams through features like trackable notices and automatic notifications, while also providing a **central source of truth.**

Digital data

Especially useful to utilise alongside the CQC's benchmarking activity, **Radar Healthcare offers real-time access to your service's digital data** at the click of a button. This enables you to evidence action taken, spot trends, find efficiencies, learn lessons, and much more.

Innovation

Finding new and better ways of utilising the latest technology to improve healthcare outcomes is a huge part of what we do – to benefit both patients and residents, and healthcare teams. Examples include our work with predictive analytics, artificial intelligence, and machine learning. **Listening to the experiences of our customers plays a huge role in our innovation work.** We also update Radar Healthcare every two weeks, and because it's cloud-based, you always have the latest version.

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