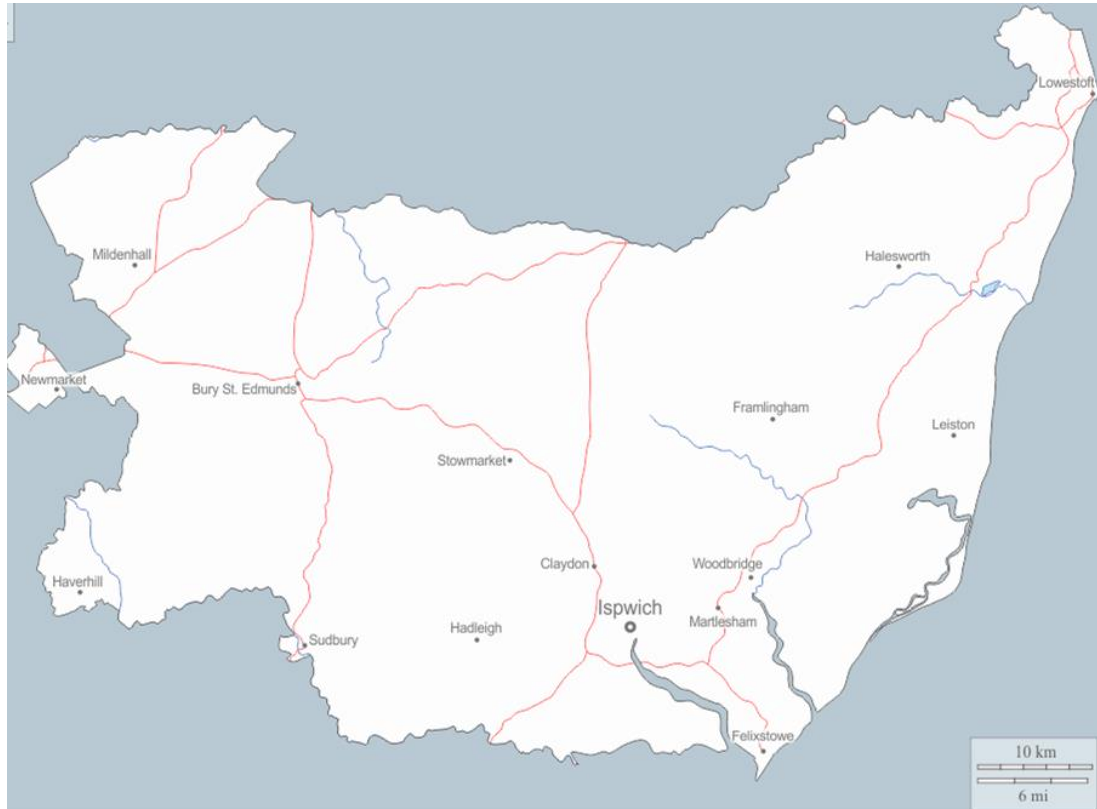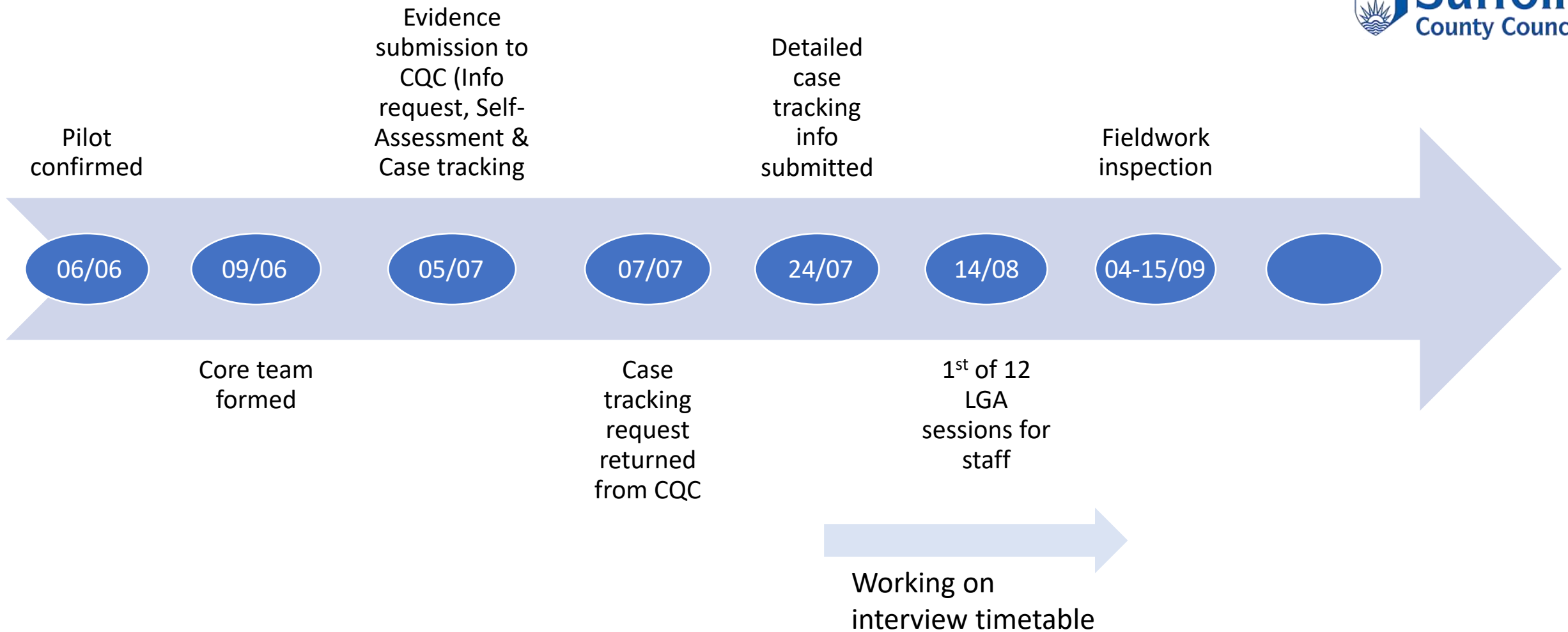# Role of the Principal Social Worker in CQC Assessment – learning from the sector

Amanda Takavarasha

Principal Social Worker

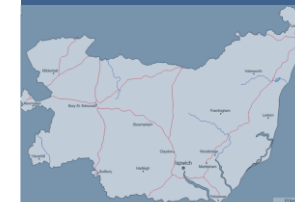and Quality Assurance and Practice Development Lead

Timeline

Pilot confirmed

Evidence submission to CQC (Info request, Self-Assessment & Case tracking

Detailed case tracking info submitted

Fieldwork inspection

| 06/06 | 09/06 | 05/07 | 07/07 | 24/07 | 14/08 | 04-15/09 | |

Core team formed

Case tracking request returned from CQC

1st of 12 LGA sessions for staff
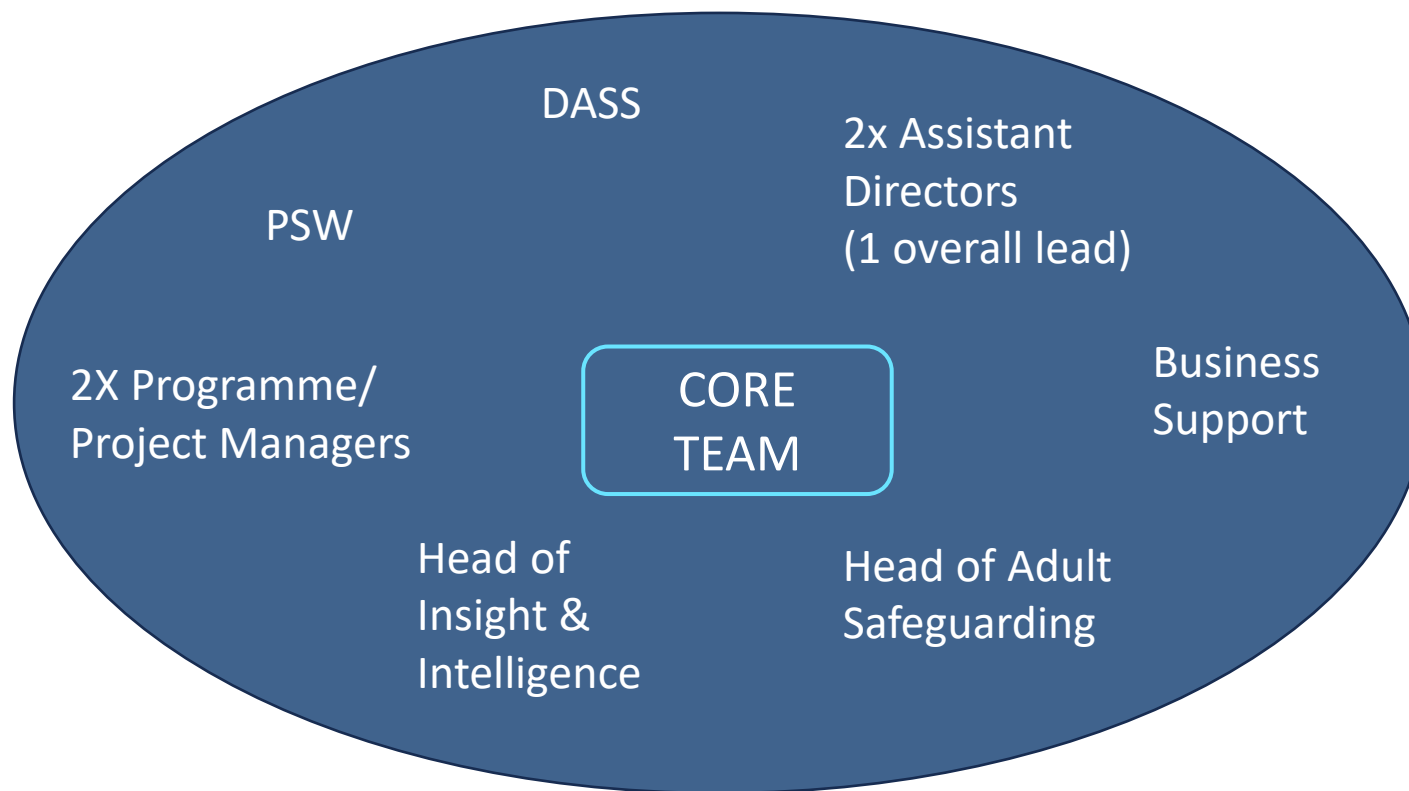
Working on interview timetable

Key elements of Suffolk PSW involvement

I was a key contributor or had a lead role in the following:

- Member of Suffolk CQC Pilot core team

- Evidence Submission (contributor)

- Self-Assessment (contributor)

- Case Tracking (lead)

- Staff support sessions (lead)

- Interview and Focus Group timetable (contributor)

- Aftercare for people and staff (lead)

The Core Team

Suffolk County Council

DASS

2x Assistant Directors (1 overall lead)

PSW

2X Programme/ Project Managers

CORE TEAM

Business Support

Head of Insight & Intelligence

Head of Adult Safeguarding

SOCIAL CARE

…….with numerous others dipping in and out and <u>everyone</u> across the directorate contributing in some way.

Evidence Submission

- Information Request with 48 areas (IRs) in total
- Led the Quality Team collating documents relevant to practice:
  - Policies
  - Practice guidance
  - Practice Frameworks
  - Quality Assurance findings, etc.
- Maintained an Assurance Bank and Evidence Hub From 2022
- Involved in the interpretation of IR categories and identification of required evidence
- Double checking of evidence with core team ahead of submission via CQC portal
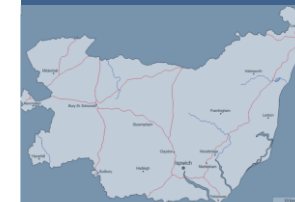
Self-Assessment

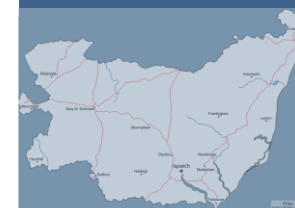Authored by another member of the core team

- As a member of the core team, PSW supported with:
  - Sense checking of data
  - Collective proof reading and finessing of content
  - Ensuring person centred language
  - Contributed content relating to:
    - Practice
    - Quality Assurance
    - Feedback from staff e.g., LGA Health Check
    - Etc

Case Tracking

- Lead for the identification of 50 people's case records covering specific criteria and requirements set out by the CQC

- CQC selected 6 people's case IDs plus 4 reserve IDs

- For the 10 people selected, PSW coordinated:
  - Consent to take part
  - Request for translated documents where required
  - Creation of a one-page profile template and coordination of completion
  - Creation of a one-page self-evaluation template, coordination of completion and moderation of self-evaluations
  - Downloading of chronologies, copies of assessments and all recording and names of professionals involved for the last 12 months
  - Point of contact for people and practitioners.

Staff support sessions

- Acknowledgement of anxiety and apprehension of staff

- Took up LGA offer to support staff ahead of their involvement in the pilot

- Face to face sessions with groups of up to 20

- Facilitated by LGA, ADASS East and supported by PSW who attended each session

- PSW as key point of contact for staff requiring support and reassurance ahead of CQC visit

N.B – I received invaluable peer support from the Eastern Region PSW Network and Chief Social Worker

Interview and Focus Group Timetable

- Supported in identifying relevant teams for CQC focus groups

- Individual interview as PSW on day one of interview timetable

Aftercare

- Ensuring people identified for Case Tracking were contacted where relevant

- Aftercare debriefs offered to each staff focus group, led by the PSW

- Opportunity for staff to reflect on their experience

- Collation of staff feedback on the process for internal and external (CQC) learning