

# Shared Insights: What individuals and NHS organisations should expect from the regulators in 2021

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Carl provided an update on what individuals and NHS organisations should expect from the regulators in 2021.

The key insights were:

## 1. In the first half of 2021, the CQC will move on with its Transitional Monitoring Approach.

- This is a replacement for the Emergency Support Framework and will be in force until at least May.
- It utilises a two-stage process.
- The first is effectively a triage call.
- Second stage (inspections and enforcement) will be targeted at 'concern' services.
- Risk is determined from various sources including:
  - Previous inspections and ratings and other usual data sources.
  - Inspector knowledge of service.
  - Key external sources of service user feedback.
  - Internal sources of feedback or more informal sources where necessary.
- The Initial provider call decides whether inspection is required.

## 2. Preparing for a Transitional Monitoring call

- One to two hour call (arranged in advance)
- Review new TMA [Key Lines of Enquiry](#)
- Evidence should be available to share during the call (or within 24 hours)
- Main focus will be on safety including:
  - Safeguarding
  - Risk assessment, monitoring and management whilst respecting freedom
  - Staffing (is it sufficient and suitable)
  - Medicines
  - Infection prevention and control
  - Cross-system working
  - Pandemic effect to staff and culture

## Outcomes

- Monitoring summary record is not published (at the moment)
- Regulatory action (where there are safety concerns)
  - Additional support coordination
  - Inspection and/or enforcement

## 3. CQC Strategy for 2021 and beyond

In the 2nd half of the year the [CQC has launched its Consultation of strategy for 2021 and beyond](#). They want to “transform” how they regulate.