

## **Monitoring Approach**

### **Our Journey to Smarter Regulation**

**Smarter regulation  
for a safer future**

# Developing our approach to monitoring 2021/22

Over the last year, driven by a need to adapt to the pandemic, we made real progress in using data and insight to monitor services.

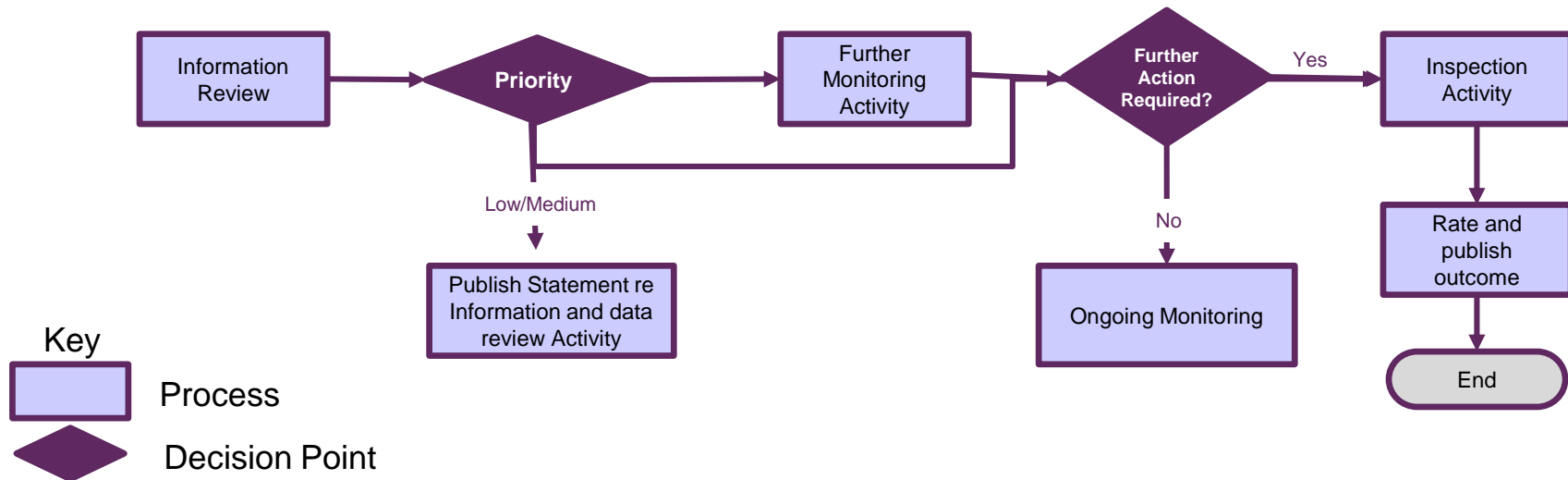
From June we are continuing to make progress in how we monitor services in three key areas:

- Develop our ability to better monitor risk to help us **be more targeted in our regulatory activity** as we start to emerge from the pandemic
- Bring **information together in one place** for inspection teams, presented in a way that enables us to make better decisions
- **Developing elements of how we want to work in the future**, including how we give a more up-to-date view of risk to people who use services.

# How our monitoring will work

- Monthly reviews of all the data and information we hold about all services to help us prioritise (currently this will exclude dentists and NHS trusts).
- For services where our information review cannot find evidence that we need to reassess the rating or quality at a service we will publish a short public statement on the service's webpage.
- For services where our information review suggests we may need to review the quality of care we'll carry out further monitoring, including a call (in line with the recent TMA) with the provider.
- We may also carry out an inspection which will lead to a re-rating of the service.
- A monitoring review will not directly change ratings.
- We will continue to review this process to ensure we are making the right prioritisation decisions.

# Development of Monitoring Approach - Intro to Smarter Monitoring



# Our communication with services and the public statement

**Public Statement that will be published on our website for services where our information review does not indicate anything of concern:**

"We carried out a review of the data available to us about [SERVICE NAME] on [DATE]. We have not found evidence that we need to carry out an inspection or reassess our rating at this stage.

This could change at any time if we receive new information. We will continue to monitor data about this service.

If you have concerns about XYZ Care Home, you can [give feedback on this service](#)."

**We will add this text to our website to inform the public about this outcome.**

# Timeline

- Rollout of this monitoring approach to a small subset of services (General Practice in the central region) began on **15 June**.
- Wider roll out to all service types (excluding dentists and NHS Trusts) is from **13 July**.

# Inspection Priorities

In response to the pandemic, we no longer have the standard inspection frequency rules, inspections are now prioritised with a risk-based approach.

Inspections will be more focused

There will be a mixture of on site and remote inspection activity