

CareTutor

Live Webinar

CQC Is Changing Again: What Registered Managers Need to Know Now

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Based only on published CQC information. CareTutor is not speaking on behalf of CQC. Information checked 14 September 2026.

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Who are we?



CareTutor: More than eLearning. A complete learning and workforce-development solution for adult social care.

- ✓ **120+ CPD-accredited courses**, with new learning added regularly at **no** additional cost to clients.
- ✓ **Learning that brings care to life**, combining professional video, actors, animation, scenarios, activities and knowledge checks.
- ✓ **Built with leading subject matter experts** and continually reviewed to reflect current practice across **England, Scotland, Wales and Northern Ireland**.
- ✓ **Pathway LMS with AI Course Builder**, gamification, automated learning pathways and instant compliance reporting for managers and senior leaders.
- ✓ **Inclusive learning for a diverse workforce**, with courses available in **40+ languages** and an **AI Learning Assistant coming soon**.
- ✓ **Beyond mandatory training**, with Skills for Care quality-assured leadership development, free educational webinars, TeamTalk microlearning and **SmartRefresh**.
- ✓ **Bespoke eLearning design**, turning an organisation's own policies, procedures, equipment guidance and specialist subjects into engaging, trackable learning.

Where things stand today

- ✓ CQC continues to regulate and assess services under its current published approach.
- ✓ New sector-specific assessment frameworks are being tested and refined.
- ✓ Piloting runs from June to October 2026. Final evaluation is planned for November 2026.
- ✓ Further sector-specific engagement is planned for autumn.
- ✓ There is no need to redesign your service around a draft framework.

CQC's 2026 journey so far

- 24 March: Draft sector-specific frameworks published.
- 26 May: Assessment priorities and aged ratings update.
- June–October: Piloting and testing of the new assessment method.
- 27 August: CQC confirms testing continues and further refinement is needed.
- Autumn 2026: Further sector-specific engagement planned.
- November 2026: Final evaluation of the pilot programme planned.
- CQC's latest August update does not set a final go-live date.

POLL

**What is your biggest uncertainty
about CQC right now?**

Where is the new framework now?

CQC has confirmed:

- ✓ Four draft sector-specific frameworks have been developed.
- ✓ Adult social care has its own draft framework.
- ✓ Pilots run alongside existing inspections.
- ✓ Participation in pilots is voluntary.
- ✓ Pilot judgements have no legal standing.
- ✓ Pilot findings do not affect ratings or regulatory status.

DRAFT – NOT YET THE LIVE APPROACH

What is staying the same?

The five key questions remain fundamental:



CQC has confirmed these remain fundamental to its assessments.

What is CQC currently testing?

The draft approach includes:

- ✓ Separate sector-specific assessment frameworks.
- ✓ Supporting key lines of enquiry replacing quality statements.
- ✓ Rating characteristics for each rating level.
- ✓ Removal of numerical scoring from the proposed future method.
- ✓ Ratings made at key-question level.
- ✓ Professional judgement informed by evidence.

These proposals are still being tested and refined.

What has CQC proposed for future ratings?

No numerical scoring in the proposed future methodology.

- ✓ Ratings made at key-question level.
- ✓ Evidence informs judgements.
- ✓ Rating characteristics describe each rating level.
- ✓ Professional judgement remains important.

Outstanding • Good • Requires Improvement • Inadequate

This is the proposed future approach, not the current live method.

What does the draft framework contain?

The draft adult social care framework includes:

- ✓ Five key questions.
- ✓ Supporting key lines of enquiry.
- ✓ Rating characteristics.
- ✓ “I statements” describing what people should expect from good care.

The framework remains subject to testing and refinement.

What does the draft say about Well-led?

Current draft areas include:

- ✓ Strategic direction.
- ✓ Workforce equity and culture.
- ✓ Capable and compassionate leaders.
- ✓ Governance and management.
- ✓ Partnerships and communities.
- ✓ Improvement, innovation and learning.

These are draft areas, not new requirements currently in force.

How CQC is prioritising assessments now

For adult social care, CQC says it is prioritising:

- ✓ Urgent or emerging risks.
- ✓ Very high-risk services not assessed since registration.
- ✓ Services registered for over a year but not yet assessed.
- ✓ Services with ratings over 6 years old.

CQC is also using a proportionate approach for some lower-risk services rated Good.

CQC says it cannot specify when an individual service will be assessed.

What evidence does CQC currently use?

CQC currently groups evidence into six categories:

- ✓ People's experience of care.
- ✓ Feedback from staff and leaders.
- ✓ Feedback from partners.
- ✓ Observation.
- ✓ Processes.
- ✓ Outcomes.

CQC says these categories are a guide, not a checklist.

Evidence is more than paperwork

Ask yourself:

- ✓ What are people experiencing?
- ✓ What are staff telling us?
- ✓ What are partners saying?
- ✓ What are we observing?
- ✓ Are our processes working?
- ✓ What outcomes are we seeing?

Useful evidence helps explain quality, risk and improvement.

Digital services: what CQC is developing

The current provider portal is still being developed.

- ✓ More services are planned online.
- ✓ CQC is rebuilding core digital services.
- ✓ A future digital system is in design and discovery.
- ✓ CQC is exploring possible uses of AI.
- ✓ AI will not be used for automated decision-making.

These developments are still being designed.

POLL

**What would most strengthen your
service over the next 12 months?**

What should managers do now?

- ✓ Keep doing the fundamentals well
- ✓ Understand quality and risk in your service.
- ✓ Listen to people, staff and partners.
- ✓ Act on concerns and learning.
- ✓ Maintain clear governance and oversight.
- ✓ Keep CQC registration and notification information up to date.
- ✓ Follow CQC's future updates.

Avoid

- ✓ Rebuilding systems around a draft framework.
- ✓ Treating pilot material as a current requirement.
- ✓ Creating evidence purely for inspection.
- ✓ Waiting for the new framework before addressing known weaknesses.
- ✓ Prepare, don't panic.

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Q&A

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