

---

---

# Quality assuring professional practise

The changing face of regulation



**Christine Braithwaite**  
**Director of Policy & External Relations**



---

## CHRE current role

- Since 2003, promote health, safety and wellbeing:  
balancing interests – improving regulation
- Oversight of statutory professional regulation
- Section 29, investigation, policy advice

---

---

## ***Right-touch* regulation**

*'Right-touch* regulation is based on a proper evaluation of risk, is proportionate and outcome focussed; it creates a framework in which professionalism can flourish and organisations can be excellent. Excellence is the consistent performance of good practice combined with continuous improvement.'

---

---

# The shared responsibility for high quality care



---

---

# Developing professionalism and supporting choice

- Protecting the public – professionalism
- Creating ‘the environment in which professionalism will flourish’ and consumers can choose with confidence
- Voluntary registers – a personal commitment to meeting standards not a statutory obligation.

---

---

# Professional Standards Authority

Developing an accreditation scheme for assured (or approved) registers:

- Set accreditation criteria/standards and publish them
- Accredite organisations who meet them
- Periodically review that they still comply
- Impose conditions, suspend, remove accreditation from organisations

---

---

# Designing the standards

Assured Registers' role:

- Enhancing professional practise
- Protecting the public
- Improving clients' experience

Achieving outcomes in registrants:

- Personal behaviours
- Technical competence
- Business practices – including financial probity and customer service

---

---

# Mandatory through choice

- A mark of quality – mandatory through choice
- Over 40 organisations – range of disciplines
  - primary focus on patients/clients' best interests
  - good governance
  - effective management of the registers, which delivers good outcomes for patients/clients
- Clients, commissioners and employers will seek practitioners who are on an accredited register because this assures them that registered practitioners are very likely to be competent and to behave ethically and compassionately.

---

---

## Areas in which standards will be set include:

- The purpose of the body managing the register is to protect the public, to promote quality care and to uphold public confidence; and that is its focus
- The organisation's governance arrangements are such as to maintain the independence and impartiality of those managing and making decisions about entry and exit to the register
- Its register is accessible to the public and information provided supports informed choice
- It has robust arrangements to assure the quality of education and training
- It requires, promotes and assists its registrants to adopt high standards of personal behaviours, technical competence and business practices
- It manages complaints effectively, focusing on customer focused resolution
- It has robust arrangements for admitting and removing people from its register
- It has robust safeguarding arrangements
- It works collaboratively with others within the quality assurance system to enhance public protection e.g. reciprocal recognition between registers
- It provides a good standard of information to its stakeholders.

---

# Questions and comments

- Are welcome!

---

---

# Financial sustainability and good governance

- Is it important to you that an organisation is financially sound and in it for the long haul?
- What would assure you that it is?
- What does a well governed organisation look like to you?
- What does a well managed register look like to you?

---

---

# Keeping out the rogues and the incompetent

- Is it necessary to prevent some people from working in your profession? If so, who and for what?
- How might we achieve this?

---

---

## What would incentivise you to join?

- What would an assured register need to offer by way of benefit to be attractive to you and to your clients?
- What 3 things are most important to your clients in relation to the service you offer them?



[www.chre.org.uk](http://www.chre.org.uk)

