

CQC – Continuous Model of Engagement

Background

The Care Quality Commission (CQC) were seeking to procure suppliers to support delivery of a continuous programme of engagement to hear the experiences of people accessing a named health and/or social care service from black and minority ethnic communities (including asylum seekers and refugees) who are more likely to have poorer care and people made vulnerable by their circumstance.

Our approach

We engaged with 6 community organisations who were providing a range of support services for individuals from minority ethnic backgrounds, primarily offering English language and computer classes, as well as social and lifestyle activities.

We worked with the community leaders to attend groups that were already taking place, this meant the respondents were able to speak to us in an environment they felt comfortable and we were able to have access to translation where needed.

The groups we attended were comprised of around 10-12 individuals, many of whom were regular attendees. As the group activities carried on as usual, we invited respondents to speak with us in small groups of 2 or 3, where we were able to have semi-structured conversations prompted by a series of questions around their experiences in accessing care.

We also engaged with younger respondents who were supported by a housing association and in this circumstance, we set up in a communal area and the support worker invited respondents to speak to us one at a time. We were supported by other members of the support groups who kindly acted as translators where necessary.

In total we spoke with 44 Surrey residents for whom English is a second language, 11 of whom were refugees / Asylum seekers.

Our findings

We shared our findings with CQC in a full report which identified key findings around barriers to access. These included the lack of face-to-face appointments, access to translators, online access and the pandemic meaning vital family support for translation in appointments being restricted.

We also shared our recommendations and reflections on a continuous model of engagement.

The full report can be found on our [website](#).

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