

AI in Care: Its Use and Regulation

in Conversation with CQC

House Keeping

- This webinar is being recorded
- Attendees are on mute and can't be seen
- Please use the **Q&A** function to ask questions, not the chat.
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Agenda

Time	Item
14:30 – 14:40	Welcome, background and introductions – Caroline Green , Institute for Ethics in AI
14:40 – 14:50	AI in health and social care: CQC’s role, expectations and plans - Moritz Flockenhaus , Regulatory Policy Manager and Chris Drysdale , Regulatory Policy Manager
14:50 – 15:25	Moderated Q&A – chaired by Daniel Casson , Casson Consulting
15:25 – 15:30	Final reflections and close - Daniel Casson , Casson Consulting

Definition of Responsible AI

“The ‘responsible use of (generative) AI in social care’ means that the use of AI systems in the care or related to the care of people supports and does not undermine, harm or unfairly breach fundamental values of care, including human rights, independence, choice and control, dignity, equality and wellbeing.”

Join us!

AI in Care Alliance



Our Vision AI that enables person-led care, where human connection stays at the forefront and those closest to care have a genuine voice in shaping the tools that affect their lives.

Our Principles Co-production | Human dignity | Accountability | Honest about power | Positive about possibility

Our Work

- Practical guidance & resources for the care sector
- Research & co-production hub
- Training & AI literacy
- Convening diverse voices through summits and working groups



AI in health and social care: CQC's role, expectations and plans

Moritz Flockenhaus
Regulatory Policy Manager

Chris Drysdale
Regulatory Policy Manager

AI in Care: Its use and regulation
22/07/2026



Credit: Disabled and Here

Our vision, our purpose

Why does CQC exist and what impact will we have?

Our vision

Everyone receives safe, effective and compassionate care.

Our purpose

We regulate health and adult social care, we work together with the public, systems and providers of care to protect people, and to promote and improve quality of care.



What do we do?



- We register care providers.
- We monitor, inspect and rate services.
- We take action to protect people who use services.
- We speak with our independent voice, publishing our views on major quality issues in health and social care.

Our unique oversight of care

30,387	Adult social care services
136	NHS acute hospital trusts
10	NHS ambulance trusts
287	Independent ambulance providers
217	Hospice services
47	NHS mental health trusts
292	Independent mental health locations
11,877	Dental practices
6,330	GP practices
1,675	Independent acute locations
291	NHS or independent community health providers
268	Out of hours and urgent care
31	Slimming clinics
172	Prison healthcare locations



The need for a clear position on AI

- AI use continues to grow across services.
- AI brings benefits but comes with risks.
- In line with government vision.
- Requested by providers, colleagues and other regulators.



Our role

- We do not assess or approve specific technologies but ...
- have a role in ensuring that technology including AI contributes to safe, effective and equitable care
- based on most of the regulations that we enforce.



Our expectations of providers

- AI to support, not replace
- Human oversight
- Transparency & choice
- Safety & reliability
- Security
- Fairness & impartiality
- AI readiness & training
- Governance
- Data protection
- Accountability
- Procurement
- **Anything missing?**



Next steps

- Context: ongoing work on new assessment framework.
- What does providers' AI use mean for our regulatory activities?
- Continued engagement.
- Keeping the need for further guidance under review.



Resources & Questions?

- ❑ Artificial intelligence in health and social care: CQC's role, expectations and plans:
<https://www.cqc.org.uk/about-us/transparency/artificial-intelligence-health-social-care-cqcs-role-expectations-plans>

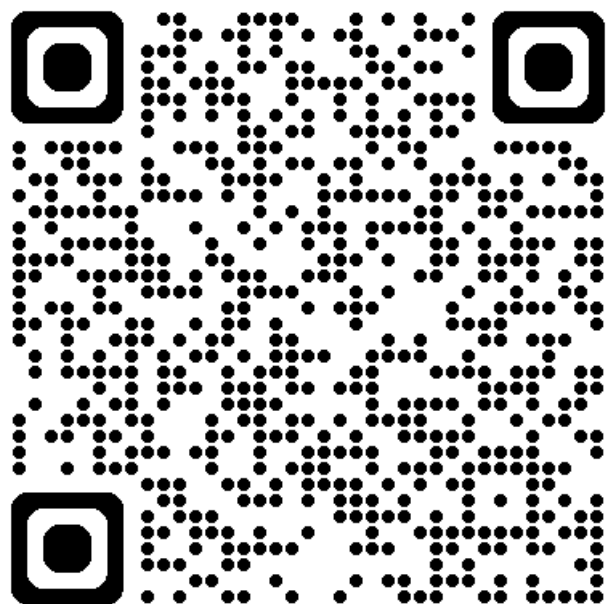
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Thank you & Questions

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