

CQC and Adult Social Care



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*Healthwatch Care Homes Project Launch Event
Wednesday 10th October 2018*

Our purpose and role



- We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



- Register
 - Monitor and inspect
 - Use legal powers
 - Speak independently
 - Encourage improvement
-
- People have a right to expect safe, good care from their health and social care services

Ambition for social care: The Mum Test (or Anyone You Love test)



Is it responsive to people's needs?

Is it effective?

Is it safe?

Is it well-led?



Is it caring?

Is it good enough for my Mum?

Our current model of regulation



Register

We **register** those who apply to CQC to provide health and adult social care services

Monitor, inspect and rate

We **monitor** services, carry out expert **inspections**, and judge each service, usually to give an overall **rating**, and conduct **thematic reviews**

Enforce

Where we find poor care, we ask providers to improve and can **enforce** this if necessary

Independent voice

We provide an **independent voice** on the state of health and adult social care in England on issues that matter to the public, providers and stakeholders

What we do:

- Set clear expectations
- Monitor and inspect
- Publish and rate
- Celebrate success
- Tackle failure
- Signpost help
- Influence debate
- Work in partnership



The landscape of care

Care homes

- **460,000** beds
- **223,000** Nursing home beds
- **237,000** Residential home beds

GP practices

- **58.9 m** registered with a GP
- **7,700** GP practices

NHS hospitals

- **93.9 million** outpatient appointments / year
- **12.6 million** inpatient episodes / year
- **23.7 million** A&E attendances / year
- **636,000** baby deliveries / year

Dentists

- **22 million** adults seen by NHS every 2 years
- **6.8 million** children per year

England

55.3 m
(**45.2m** adults)

Private hospitals

Over 1,200 private hospitals and clinics

Home-care

500,000 + people receiving home-care support at any one time

Health & social care staff

- **1.2m** NHS staff
- **1.58m** in adult social care

Ambulances

- **6.9m** calls receiving a face to face response
- **10** NHS trusts
- **251** independent ambulance providers

- Raise public awareness and understanding of CQC's role and purpose
- Listen to and act on people's views and experiences of care
- Engage the public in how we do our job
- High quality information to support choice



- Inspectors talk with the public before and during inspections
- Regular contact with those who represent the public eg. Overview and Scrutiny Committees, local HealthWatch
- Direct CQC channels including online 'share your experience form', email, phone, and letters
- c75% of information received is a concern about care, 25% are positive comments
- Analyse comments about services posted on websites eg. NHS Choices, Patient Opinion, IWantGreatCare
- Regular national surveys

Who tells us about their care?



Between Nov 2014 – October 2015 CQC received:

(Based on assumption that 45% of information received is from individuals)

	Monthly average est.	Yearly est.	% of total info received from individuals
Adult social care	2055	24,660	68%
Hospitals	720	8,640	24%
Primary Medical Services	232	2,784	8%
		36,084	



What do the overall ratings mean?



Outstanding

The service is performing exceptionally well.



Good

The service is performing well and meeting our expectations.



Requires improvement

The service isn't performing as well as it should and we have told the service how it must improve.



Inadequate

The service is performing badly and we've taken action against the person or organisation that runs it.

Ambition

Our ambition for the next five years:
A more targeted, responsive and collaborative approach to
regulation, so more people get high-quality care



Four priorities to achieve our strategic ambition



1. Encourage improvement, innovation and sustainability in care
2. Deliver an intelligence-driven approach to regulation
3. Promote a single shared view of quality
4. Improve our efficiency and effectiveness



A more targeted, collaborative and responsive approach



- Jan 2017, almost 5,900 services were rated RI
- 675 services rated RI did not have a Registered Manager
- Our strategy set out our ambition to achieve “a more targeted, collaborative and responsive approach to regulation so more people get high-quality care”
- In the next phase of our inspections, we will be focussing on services rated RI



Key points

- The majority of **people are receiving good quality care**. This is something to celebrate.
- Over 80% of inadequate services improve on re-inspection but for services that require improvement nearly 40% don't improve and 5% get worse
- We are focusing on encouraging improvement in services rated RI
- We will do this **flexibly and proportionately**, using inspector judgement and existing risk and enforcement frameworks
- We will monitor these services more closely to identify changes in quality (up or down) and respond more quickly, as required



The next State of Care
publication is due to be
published on Thursday
11 October, 2018

Adult social care: stats and facts



Diverse needs

- Older people and people living with dementia, long term physical conditions, mental health needs, physical and learning disabilities

Significant Sector

- **£20 billion** contribution to economy
- **1.4 million** staff
- Public, private and voluntary providers

Residential Care

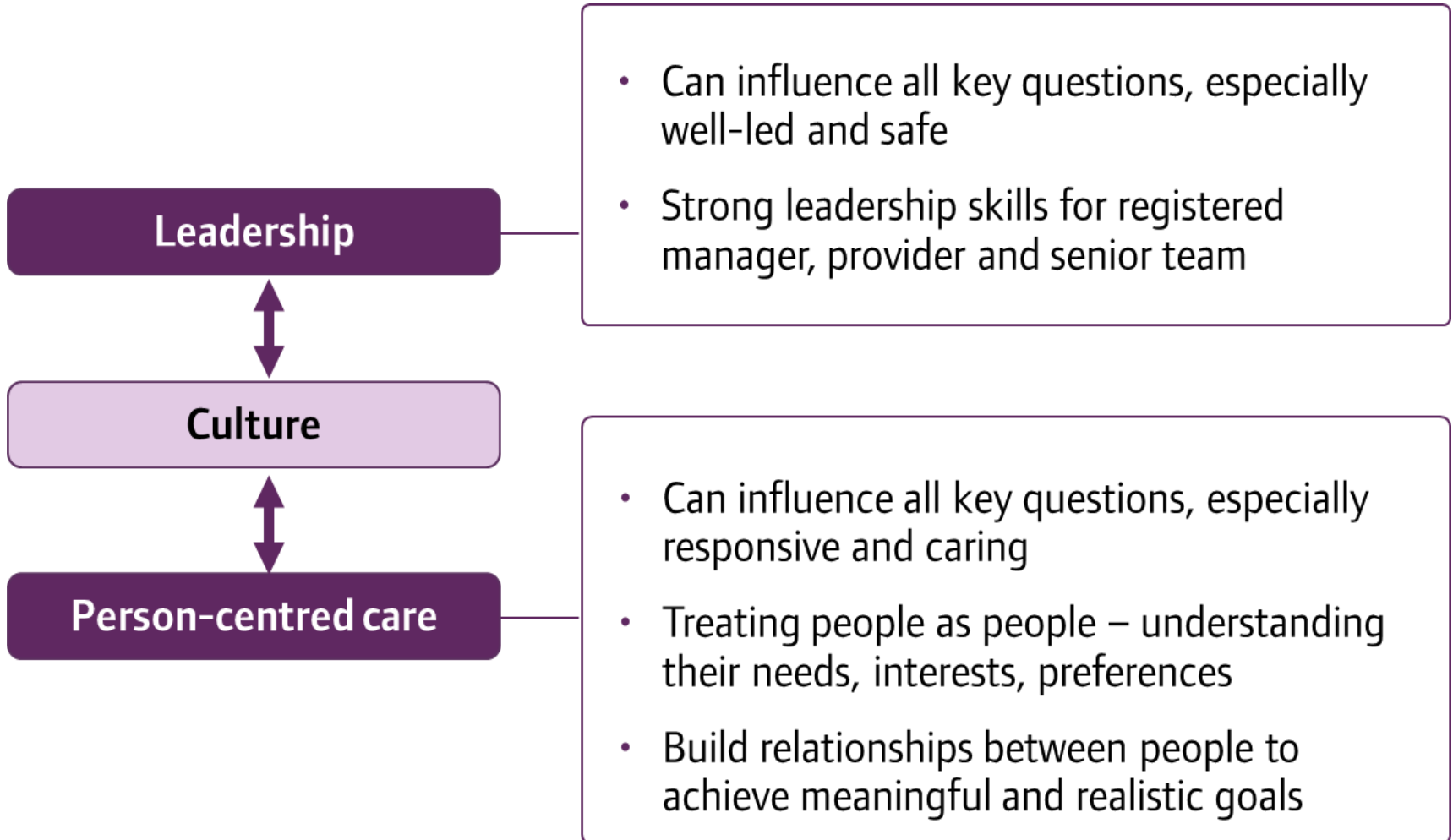
- **16,000** locations caring for **c.460,000** people in care homes, nursing homes and specialist colleges

Community Care

- **8,500** community services providing personal care for **500,000+** people at home or Shared Lives schemes, supported living and extra care housing



How good and outstanding providers meet The Mum Test



Themes from Well-Led– Inadequate



Overall Inadequate

- Unawareness of best practice and notifications not being made to CQC
- Lack of supervision and training opportunities
- Ineffective systems to identify and manage risks / no process to assess lessons learned
- Regular management changes / no registered manager
- Poor care planning / lack of personalised care
- Closed culture – views not listened to or acted on
- Underdeveloped partnership working and community links

Themes from Well-Led– Outstanding



Overall
Outstanding



- People who use services, relatives and staff speak highly of the service
- Effective monitoring and quality assurance
- 75% of services had a registered manager in post consistently
- Open culture – people who use services/ staff/ relatives shared views and issues
- Good leadership extends beyond the manager and includes the provider
- A can do, will do attitude
- Strong links with local community
- Safe care actively promoted – effective oversight of care and staff communication

Overall
Outstanding



- People are at the centre and staff want to give them a life not just a service
- Good leadership extends beyond the manager and those values are cascaded to inspire staff
- Open culture – people who use services/ staff/ relatives shared views and issues
- Strong links with local community
- 75% have registered manager in post consistently
- A can do, will do attitude – staff dedication
- Safe care actively promoted – effective oversight of care and staff communication

Common themes from 'well-led': Outstanding



Cooperation
Integrity
Excellence
Passion

“This place is brilliant, management care so much, as do the staff, everybody knows their role and the atmosphere is amazing.”

“I’m made to feel important, I’m constantly encouraged to always better myself.”

What does this mean for individuals?



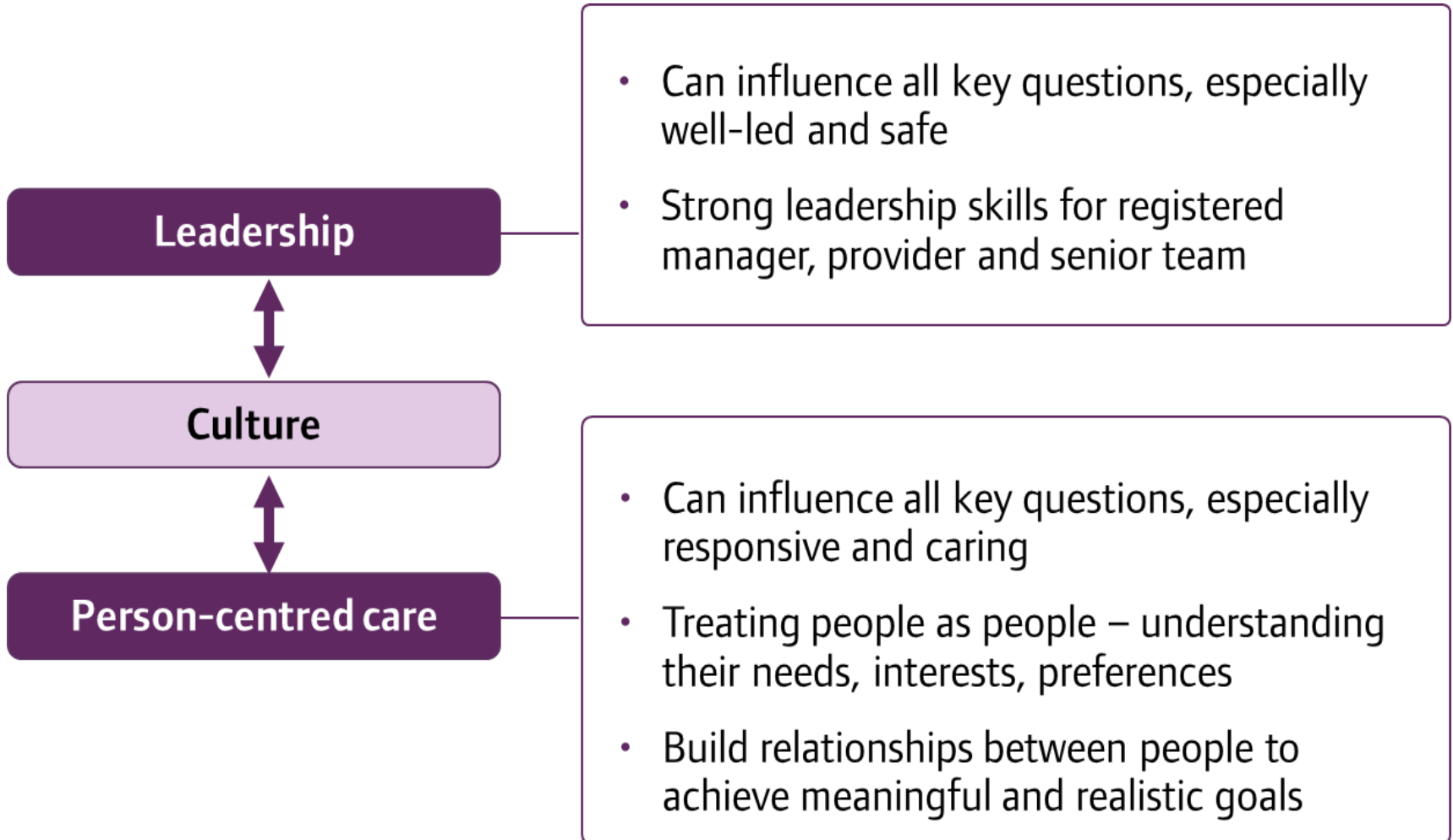
“I feel safe, I can live the life I want and I am supported to manage any risks”

“I am in control of planning my care and support”

“I have care and support that is directed by me and responsive to my needs”

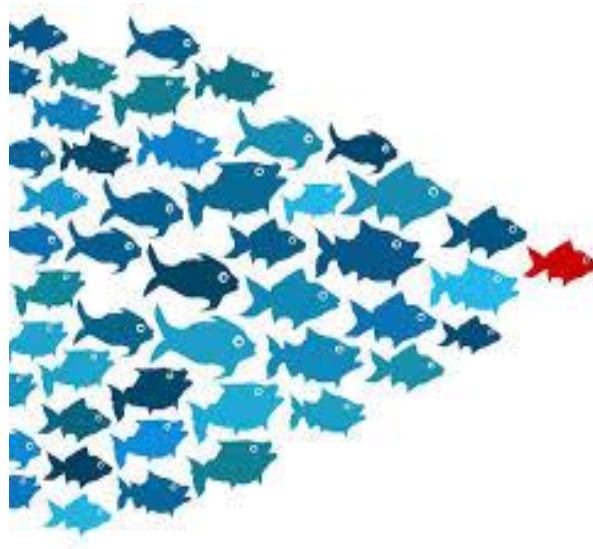
“I can plan ahead and keep control in a crisis”

How good and outstanding providers meet The Mum Test



> Stand up for adult social care

- > Celebrate the good
- > Challenge the bad



- > Be positive and honest
- > Work together

> And...always remember why we do this

Remember why we do this.....



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