



A conversation with CQC Supported by Carers UK



October 2020

Our role and purpose



The Care Quality Commission is the independent regulator of health and adult social care in England

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



'Tell us about your care' partnerships



- Carers UK
- Patients Association
- Disability Rights UK
- The Relatives & Residents Association
- Mind

- Increase our access to people's experiences of care
- Signposting and promotion
- Helping CQC to hear from people who may be more vulnerable



We have a unique oversight of care



- 22,949 adult social care services



- 146 NHS acute hospital trusts

- 234 independent mental health locations



- 10 NHS ambulance trusts

- 71 NHS or independent community health providers or locations



- 55 NHS mental health trusts

- 200 hospices

- 1,033 dental practices

- 244 independent acute hospitals

- 6,850 primary medical services

State of Care

Our annual look at health and social care is out tomorrow!

1

5 Key questions

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive?
- Is it well-led?

2

Key lines of enquiry (KLOEs)

Key questions and prompts to help inspectors to form a judgement about the quality of a service, determine a rating for each of the five key questions and produce an overall rating for the service using our four-point scale.

3

Our rating scale



Outstanding
Good
Requires improvement
Inadequate

To keep delivering our **purpose**, we also need to change.



We're working on a new strategy to make sure the way we regulate is even more relevant to today's challenges and that it benefits everyone



We're adapting to new and innovative types of services. We're working to be in a better place for the future to support services to keep people safe.



You can help us on our participation platform - Citizen Lab

<https://cqc.citizenlab.co/en-GB>



We want you to...



Know

- Standards of care you have a right to expect
- Our role
- Our independent information on the quality and safety of care

Feel

- Empowered by the standards of care & information we provide
- We are on their side, relevant to their lives
- Confident in us

Do

- Use our inspection information
- Tell us about their experience of care
- Be involved in and influence our work



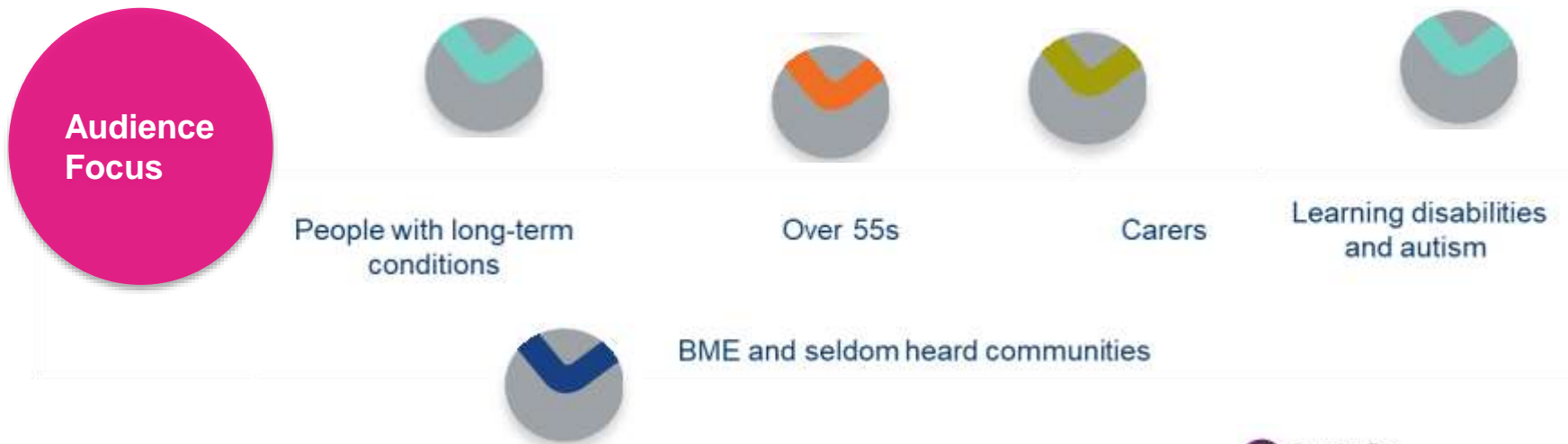
Our Campaign



Because we all care

An integrated campaign to encourage health and care service users to give feedback

Tell us about your experience, to help improve health and care services for everyone



The importance of feeding back



- We all care about our health and social care services
- Giving feedback – both the good and the bad – helps improve services.
- Thanks to people's feedback, health and social care providers have been able to improve services.
- Helping improve services is good for patients, professionals and our communities
- Visit our website to tell us about both good and bad experiences
- Visit our website at [cqc.org.uk](https://www.cqc.org.uk) to complete a **Give Feedback on Care** form

Tell us about your experience, to help improve health and care services for everyone



<https://www.cqc.org.uk/give-feedback-on-care>

Campaign success

sky news

Healthwatch County Durham @HWCCountyDurham · 8h
 Your feedback is vital to improving NHS and social care services in County Durham. Tell us about your experience online: ow.ly/Zy4450B19dm
 ☎ by phone 0800 3047039
 ✉ or by email healthwatchcountydurham@cpq.uk.net
 #BecauseWeAllCare

Patients Association @PatientsAssoc · Jul 13
 You care about local NHS and social care services, and so do we. 🇬🇧
 Share your feedback about care with us so that we can improve the care that you and your loved ones receive. #BecauseWeAllCare cpq.org.uk/give-feedback...



CARE HOME PROFESSIONAL

IC campaign calls on public to
 ape future of social care

CMM
 CAREMANAGEMENTMATTERS

TeessideLive

BECAUSE WE ALL CARE CAMPAIGN

July 8, 2020

Because We All Care, a new campaign from the Care Quality Commission and Healthwatch England, has launched today.

This comes as new research shows that more than two-thirds (67%) of people in England say they are more likely to act to improve health and social care services since the outbreak of COVID-19. The two organisations have also joined forces with other health and care partners to call on all people who access services to contribute their thoughts.



STYLIST

'Your feedback really could help services to make life better': Improving Stockton's health services

entry Hospitals I can help us to ensure you

support you need.
 Play your part by sharing feedback with @CareQualityComm Healthwatch or @YourLocalNHS. #BecauseWeAllCare



healthwatch
 Your spotlight on local services



Oxford Mail



DAILY ECHO

CQC and Healthwatch research shows South West willingness to support health care

