Care Quality Commission

Taking Care of Quality

Barbara Young, Chairman, Care Quality Commission

London Health 08, December 2008

Care Quality Commission

Ensuring better care for people

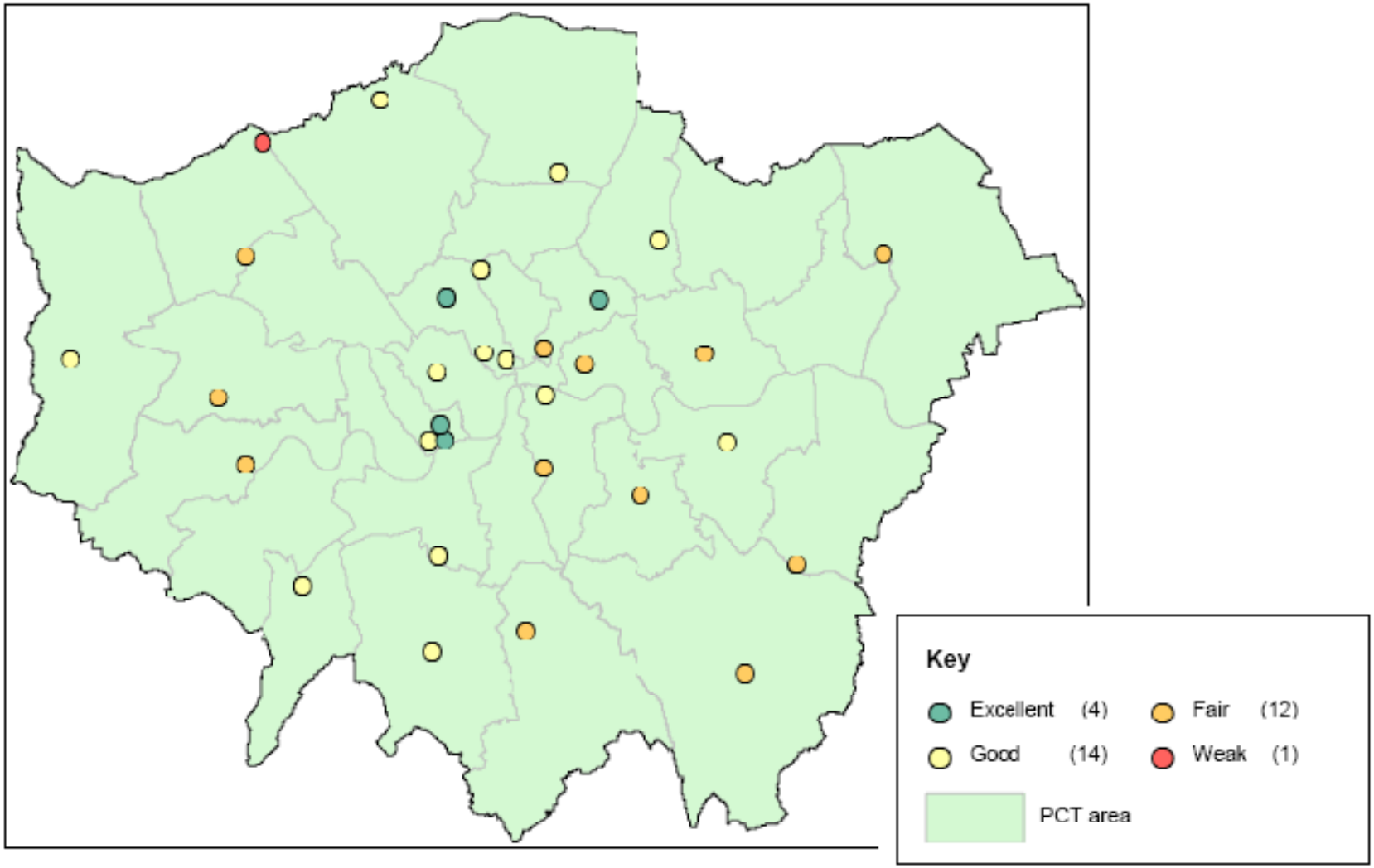
Quality in London

Care Quality Commission

Source: Annual Health Check ratings in London – 2007/8

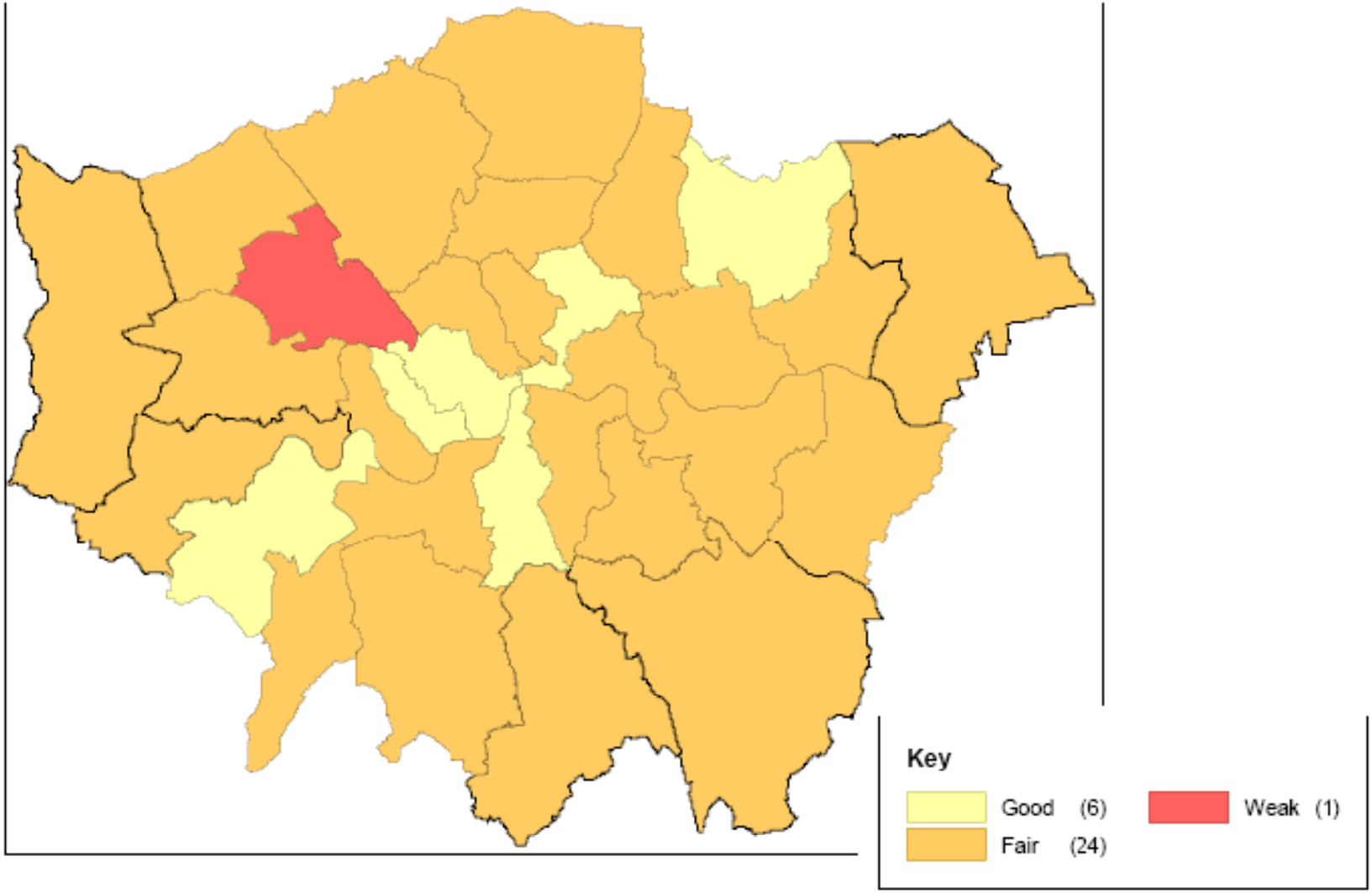
Quality in London

Care Quality Commission



Quality in London

Care Quality Commission



How does this compare?

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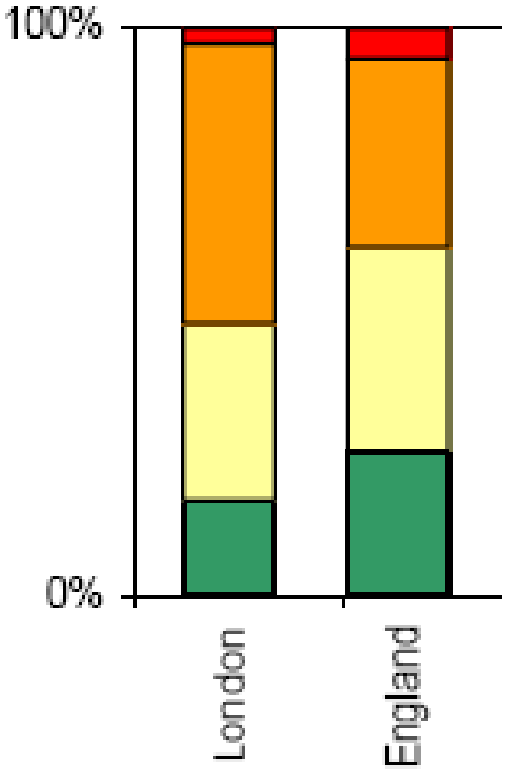

The quality arena

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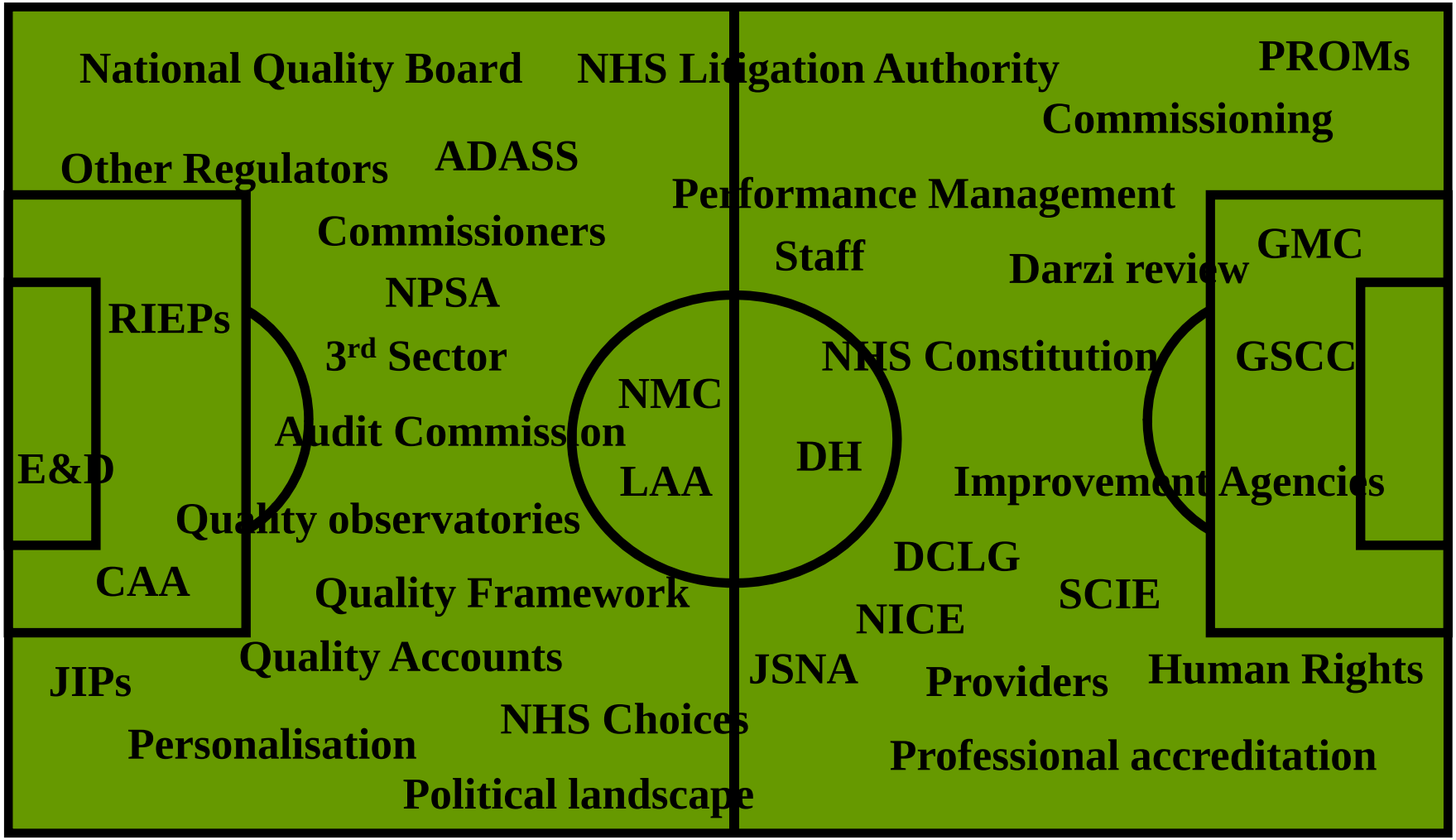

Six dimensions of quality

Care Quality Commission

- Safety and safeguarding
- Outcomes, including clinical outcomes
- Experience of people who use services
- ‘Functionality’, independence and quality of life
- Access to services
- Value for money

CQC tools for quality

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- (1) Registration system
  - HCAI registration for NHS Trusts in 2009
  - For all providers for the first time in 2010
  - Focus on quality model, involving people
  - Start of a conversation about improvement

- (2) Assessment and review
  - Assessing providers and commissioners
  - Service reviews

CQC tools for quality

Care Quality Commission

- (3) Information to support quality
  - Information for choice
  - Information for providers and commissioners

- (4) Influencing the quality debate
  - One hymn sheet
  - Measuring quality – focus on outcomes
  - Working with others, eg. NICE, Royal Colleges, Professional bodies

CQC tools for quality

Care Quality Commission

- (5) Assessing commissioning
  - Commissioning for outcomes
  - Commissioning for health and well-being
  - Value for money
  - Input into LAA assessments

- (6) Joining up
  - Being joined-up in our work
  - Promoting system join-up: healthandsocialcare

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Touching 50 million lives

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