Care Quality Commission

A new regulator: What will it mean for the care home sector

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New Challenges for Home Care Conference 29 April 2009

Care Quality Commission

We make sure people get better care

What is CQC?

•Independent regulator of health and adult social care - public, private or voluntary sector

•Integrates the work of 3 former Commissions:

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Who and what we regulate

- Organisations providing care
- Services and pathways of care
- The protection of the rights of people detained under the Mental Health Act
- Local Authorities and Primary Care Trusts who arrange services for their communities

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Our Vision

Our Vision is of high quality health and adult social care which:

•supports people to live healthy and independent lives
•helps people to make informed decisions about care
•responds to individual needs

By high quality care we mean care that is:

- safe
- outcomes - people get the right treatment they need and are well cared for
- a good experience
- promotes healthy independent living
- available when needed
- good value for money

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What does CQC do?

Our aim is to make sure people get better care.

We do this by:

- Driving improvement across health and adult social care
- Putting people first and championing their rights
- Gathering and using knowledge and expertise and working with others
- Acting swiftly to remedy bad practice

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Driving improvement across health and social care

- We promote improvement across all services
- We promote improvement in commissioning
- We make sure that health and adult social care services work together better

We do this through all of our work but particularly:

Registration

- Essential common quality standards for the first time – fairer, more transparent, easier to compare one provider with another
- Central plank of our regulation of health and adult social care
- Means providers are building a firm foundation to deliver care
- Guidance on compliance shows how to get there
- Tailored for different services
- NHS providers registered for HCAI from April 2009
- All health and social care providers from April 2010: NHS providers first followed by adult social care and independent health care

Periodic review:

•Provides assessments on the performance and quality of organisations providing care, and

•Assessments of those commissioning publicly funded care

Special reviews:

•Provides assessments of particular services, pathways of care or themes where there are particular concerns about quality

Comprehensive Area Assessment

- We provide information about the performance of regional areas in improving health and adult social care
- Our information is put alongside information from other regulators to give an overall regional picture
- Helps improve understanding of what needs to be done to tackle inequalities

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Putting people first and championing their rights

Human rights are at the heart of our work

- Registration makes sure that service providers put people first and protect their safety, dignity and rights
- We protect the rights of people held under the Mental Health Act
- We supplement the monitoring of the Mental Health Act by checking that essential quality standards are being met for people

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Putting people first and championing their rights

We make sure that people's voices are heard

- We make sure that providers involve people in their work
- We involve people who use services in the design and development of our work, including our governance and inspection work
- We treat evidence provided by people who use services with as much importance and rigour as other forms of information, evidence and data

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Gathering and using knowledge and expertise and working with others

•We gather, use and share information with the public, and those who provide or arrange services locally.

•We make judgements about the quality of services and of commissioning.

•We report our findings fairly and truthfully

Our evidence is made up of:

•What people using services, carers, their friends and families and the public tell us (individual feedback, national surveys)

•Information used in managing health and adult social care services

•Information from other organisations, eg regulators

•Information from our inspections and investigations

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Gathering and using knowledge and expertise and working with others

Our information is:

- Independent
- Fair
- Accurate
- Easy to get hold of
- Can be trusted

Our judgements:

- Provide a complete picture of health and social care services and how they're working together
- Help people to judge the quality of their local health and adult social care services
- Help providers to compare their performance with others

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Gathering and using knowledge and expertise and working with others

We work with others:

- We work together with commissioners, providers and people who use services to improve care
- We involve everyone with in an interest in health and social care in the design and development of our work
- We use our knowledge and experience of health and adult social care to inform government policy and local approaches to care

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Acting swiftly to remedy bad practice

- We make judgements about the quality of care based on evidence
- We intervene early in response to the judgement
- We take fair, proportionate action using our new enforcement powers
- We make our judgements available to public, providers, commissioners

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Acting swiftly to remedy bad practice

Enforcement

- A new, wider range of powers
- Includes fines, public warnings, specific conditions attached to registration, closure of a service, eg hospital ward, deregistration if necessary (last resort)
- Tough, fair and proportionate
- Aim is to bring about improvements in services
- 2009-10 applies to HCAI registration only
- 2010 applies to all health and adult social care providers

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CQC in England

- Nine regions matching Government Office / SHA boundaries
- 150 local areas matching PCT and Local Authority boundaries
- National processing centre provides centralised, modern, efficient regulation
- National contact centre handles all enquiries:

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Contact CQC

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