Care Quality Commission

Making Sure People Get Better care

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Interim Chair, CQC

Counsel and Care Conference – 27 January 2010

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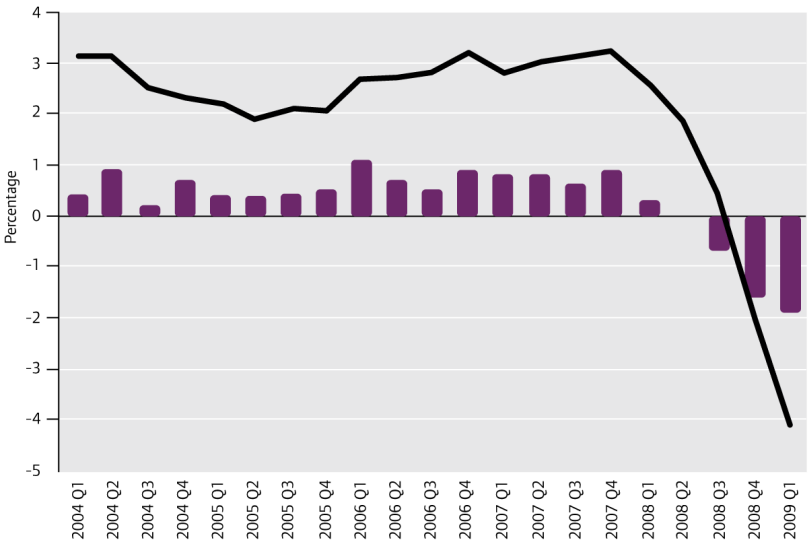
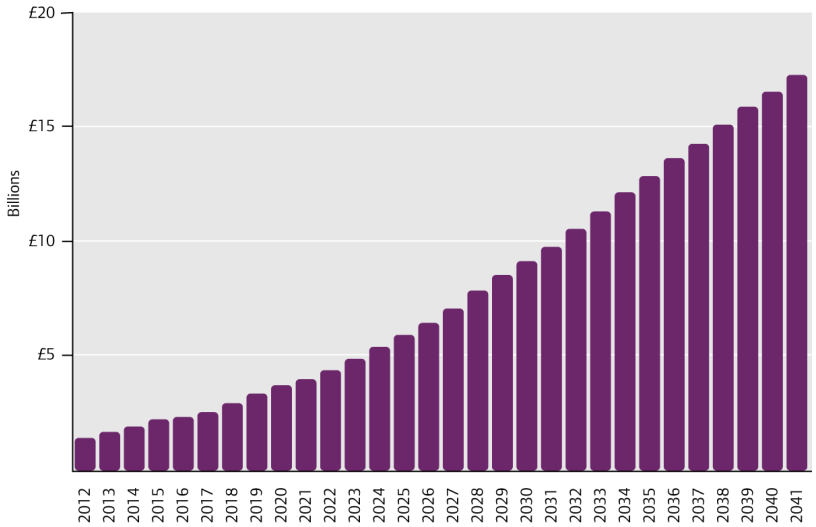
We make sure people get better care

Financial squeeze

- Reduced public spending – squeeze on budgets and the funding gap
- Effect on social care market and investment
- Effect on individuals paying for their own care





4The social The social care funding gap
Source: DH

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Our Work and Priorities

We make sure people get better care

Who are we improving care for ?

- People who use services, carers and families
- People in more vulnerable circumstances
- Public and taxpayers

Our priorities

- **Ensuring care is centred on people's needs**
- **Championing joined up care**
- **Acting swiftly to help eliminate poor quality care**
- **Promoting high quality care**
- **Regulating effectively in partnership**

What we will do to achieve our priorities

- **Registration and ongoing monitoring**
- **Enforcement**
- **Regular reviews of performance**
- **Special reviews and studies**
- **Mental Health Act visits**
- **Publishing information**

Operating principles

- Involve users to focus on what is important to them
- Expertise and independence
- Promote equality, diversity and human rights
- Engage with those providing and commissioning care
- Ensure regulation is proportionate, targeted, consistent, evidence-based, transparent and accountable

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Registration

People can expect services to meet essential standards of quality, protect their safety and respect their dignity and rights.

Adult social care

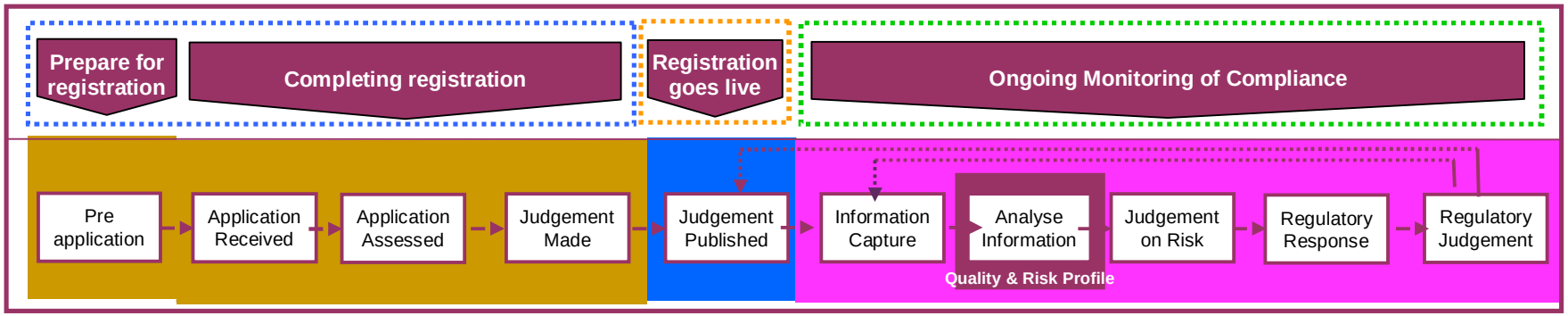
NHS

Independent healthcare

Registration

1. **Single system of registration**
2. **Single set of standards**
3. **Strengthened and extended enforcement powers**

Ongoing monitoring of compliance



CQC plans to maintain an up-to-date profile on each registered provider

New information can be uploaded to their profile at any time

Information can reach us from a number of external sources e.g.

- **people who use services, their families and carers**
- **partner organisations such as the Ombudsman, commissioners**
- **statutory notifications**
- **staff & other professionals**

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Benefits of registration

- **Outcomes - More outcome-based** registration that protects and promote equality, diversity and human rights and makes providers accountable
- **Information - Improved access** to **timely, relevant and reliable information** enabling consistent comparisons and promotion of joined up care
- **Enforcement - Earlier identification** and **swifter action** to follow up concerns including enforcement action where necessary
- **Burden - Reduced unnecessary regulatory burden** and associated costs of demonstrating compliance
- **Compliance - Increased compliance** by health and adult social care providers
- **Process - Improved transparency, speed, consistency** and **reliability** of registration

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Special reviews and studies

Providing accessible information for people

Care Quality Commission - Directory of care services - Microsoft Internet Explorer

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Address http://www.cqc.org.uk/registeredservicesdirectory/rssearchresults.asp?Action=SearchByAreaNew&Seltype=CRH&seltypename=Care%20

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Excellent

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Tel: 0121 773 0017 - total capacity **4** places

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