



Regulating and improving health and adult social care

United Kingdom Home Care Association Annual Conference

Cynthia Bower, Chief Executive





About CQC

**We make sure people
get better care**



Our vision

Our vision is of high quality care that is:

- Safe
 - Has the right 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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Driving improvement across health and adult social care - registration



Single set of registration requirements for all settings – **essential common standards across health and adult social care**



Standards are **focused on what is needed to make sure people who use services have a positive experience** – a direct result of what people said they wanted



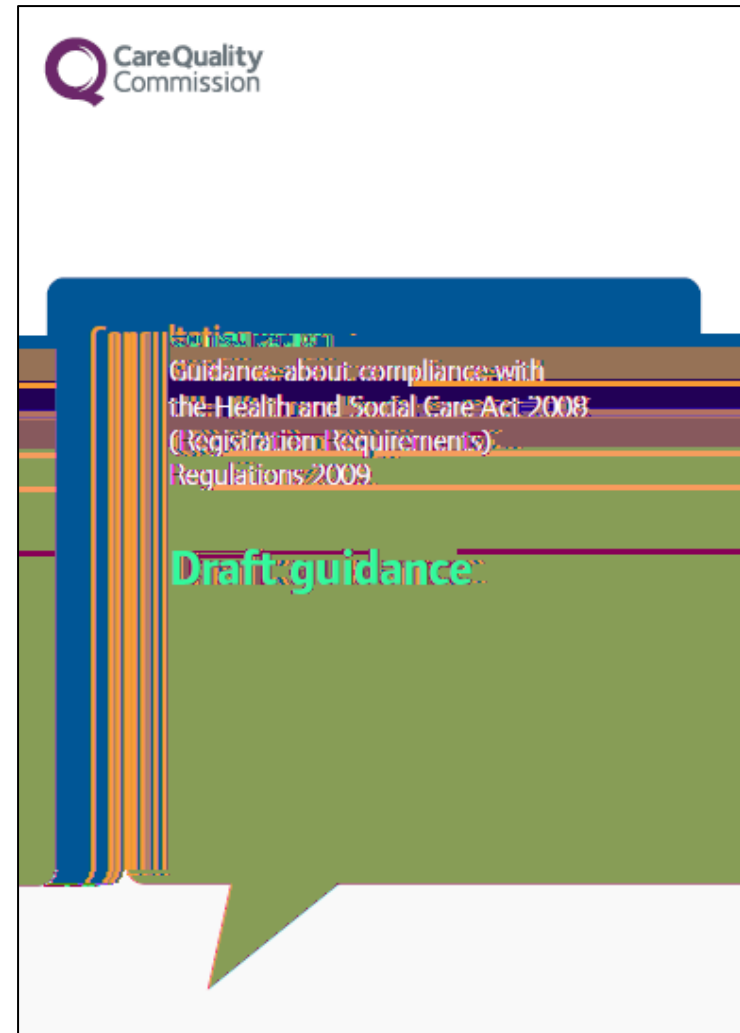
A **new, wider range of enforcement powers** to make sure swift action is taken where services are failing people



Driving improvement – registration consultation

Guidance about Compliance explains what providers must do to comply with registration requirements

Formal consultation from 1 June



Driving improvement across health and social care

- **Periodic reviews** assessing the performance of organisations that commission and provide care and makes sure they work together better
 - **Special reviews** of particular services or pathways of care or themes
 - **Comprehensive Area Assessment** - contributing information about care services to overall assessments on the quality of all local services
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Putting people first and championing their rights

Voices into Action – sets out how we involve people in our work





Gathering and using knowledge and expertise

Gathering and using knowledge and expertise and working with others

- Information from a variety of sources
 - a complete picture of health and adult social care services and how they're working together
 - independent, fair, accurate information
 - reporting our findings truthfully and sharing them with others
 - making sure everyone in the sector takes responsibility for improvement
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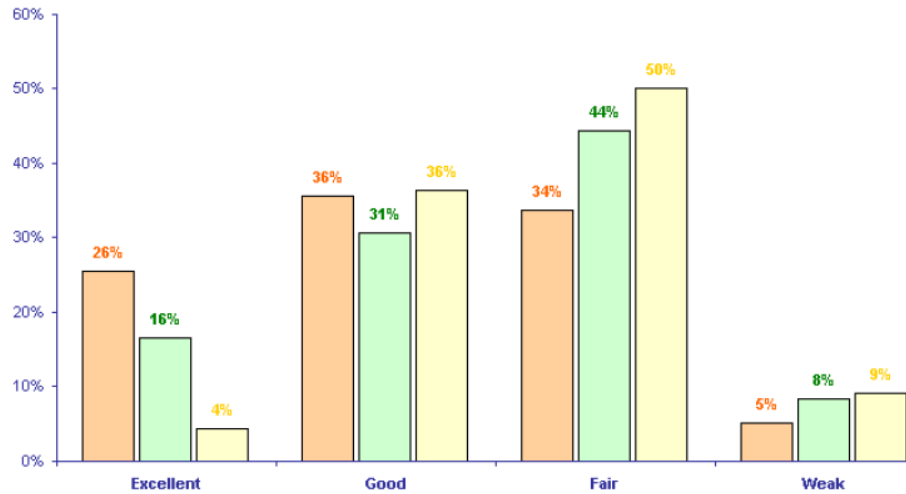


Acting swiftly to remedy bad practice

- identifying when organisations are struggling or performing poorly
 - intervening faster when we see something isn't right
 - taking tough, fair, proportionate action using new enforcement powers – including fines, public warnings, specific conditions attached to registration, closure of service if necessary
 - 2009 -10 applies to HCAI registration only
 - April 2010 applies to all health and adult social care providers as registration is phased in
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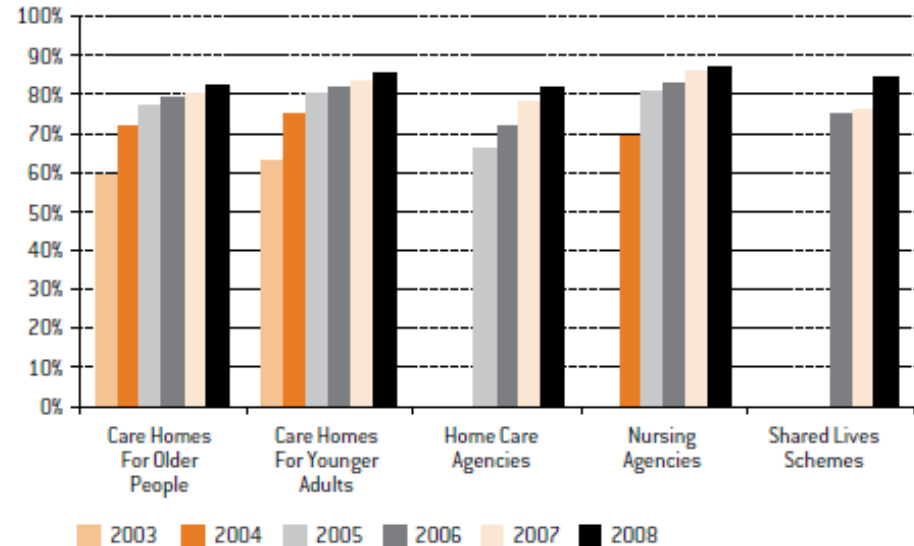
Quality of services 07/08 Quality of services 06/07 Quality of services 05/06



Source: Healthcare Commission annual health check 2006-2008

The quality of health services is improving

Average percentage of NMS met/exceeded by type of service for each year



As is the quality of social care services



- **Modern regulation**
 - **Data quality**
 - **Assurance processes**
 - **System alignment and roles – sorting out who does what**
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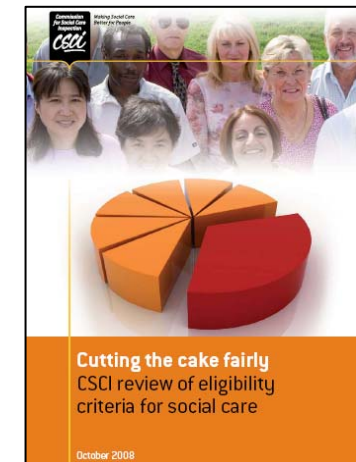
**The ageing
society and
changing
values**

**Joining up
health, social
care and
other
services**



**Personalised
services,
choice and
public voice**

**Financial
squeeze**





Contact CQC

enquiries@cqc.org.uk

www.cqc.org.uk
