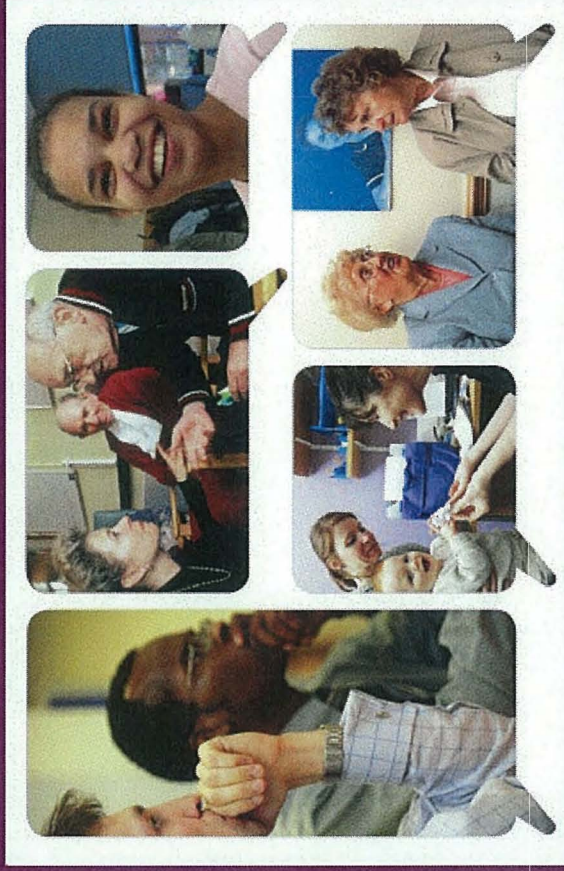


TITLE	Care Quality Commission
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 29 July 2013
WARD	None Specific

A New Start

Changing the way
CQC regulates,
inspects and
monitors care



Our purpose and role



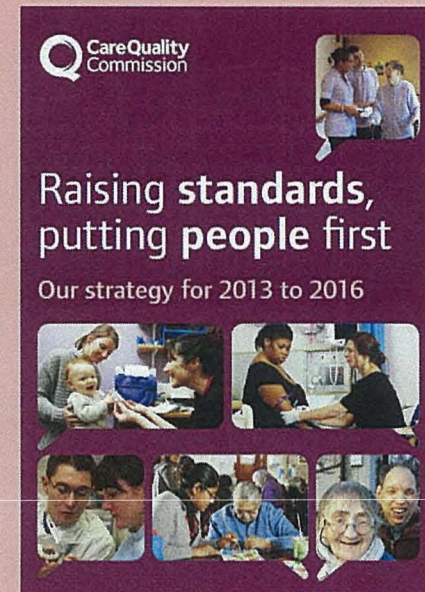
Our purpose

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

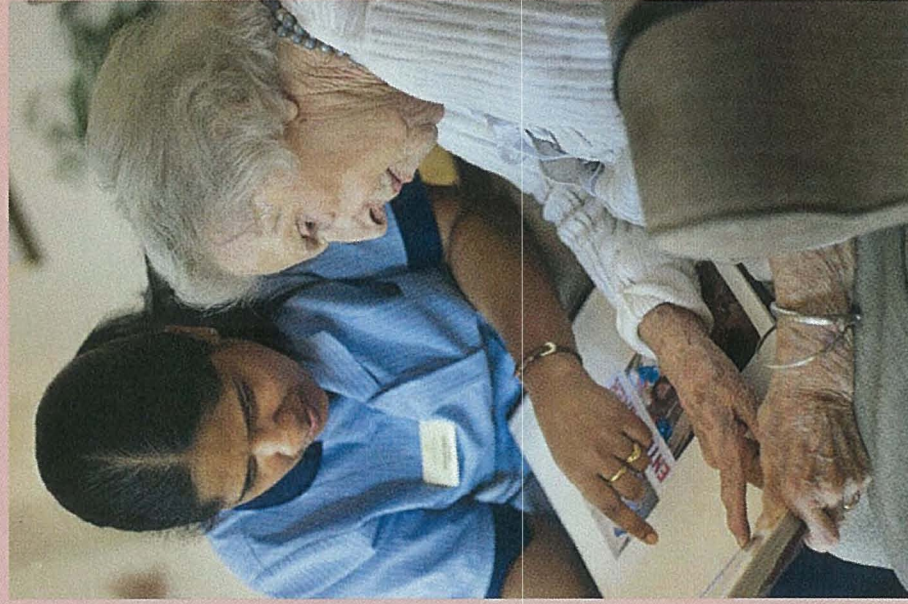
Our role

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care

We will be strong, independent, expert inspectorate that is always on the side of people who use services



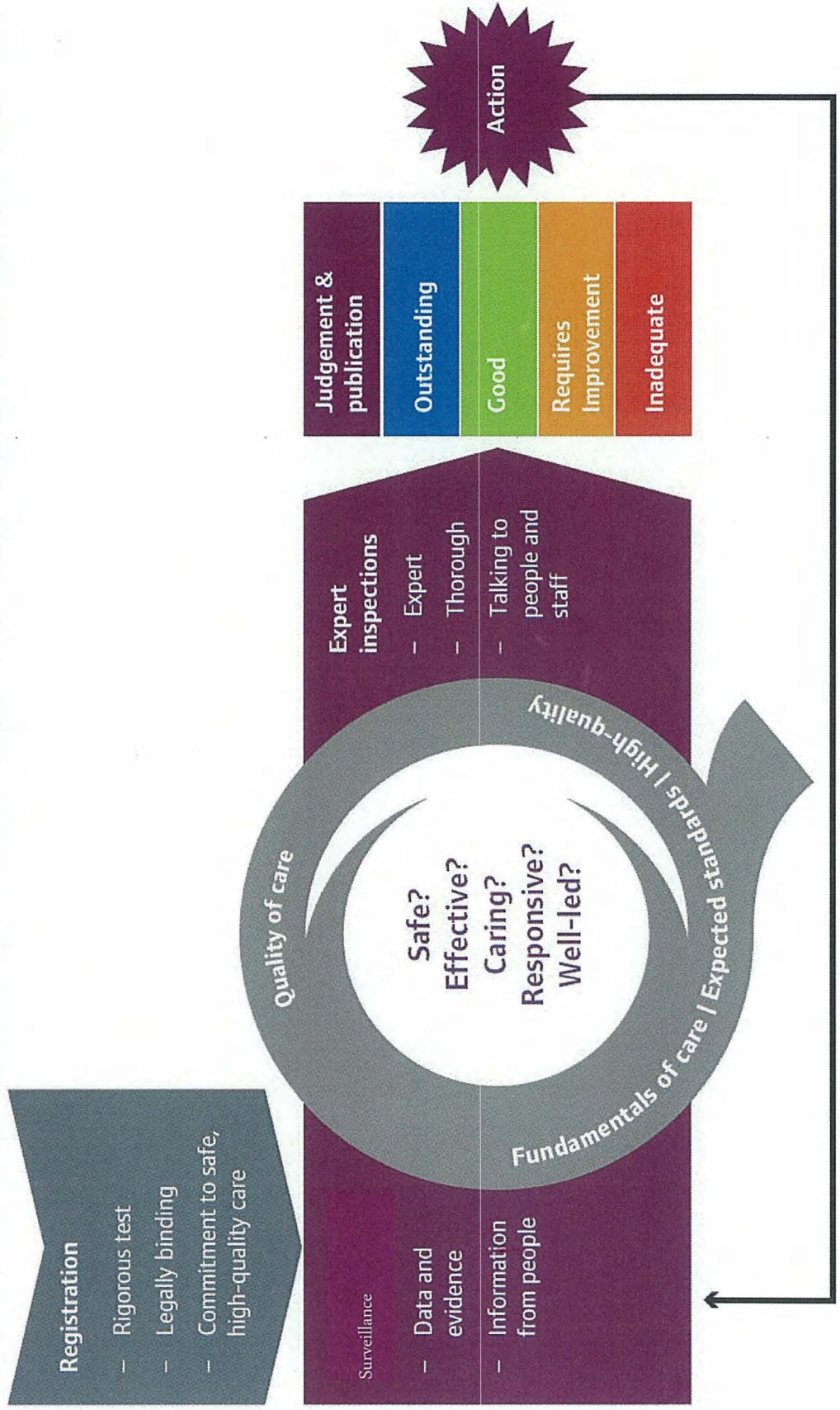
Asking the right questions about quality and safety



Is the care:

- > Safe?
- > Effective?
- > Caring?
- > Responsive to people's needs?
- > Well-led?

Our new approach



Registration



- A more rigorous test to deliver safe, effective, compassionate, high-quality care
- Legally binding
- Named leaders held accountable

Registration

- Rigorous test
- Legally binding
- Commitment to safe, high-quality care

Surveillance



- > Continuous monitoring to identify failures and risk of failure
- > “Smoke alarms”
- > Use local and national information sources
- > Use qualitative information from people

Surveillance

- Data and evidence
- Information from people

Expert inspections



- Chief Inspectors of Hospitals, Social Care, and General Practice
- Expert inspection teams
- Longer inspections, more time talking to people
- Intelligence used to decide when, where and what to inspect
- Inspectors using professional judgement

Expert inspections

- Expert
- Thorough
- Talking to people and staff

Clear standards

- Three levels:
 - Fundamentals of care
 - Expected standards of care
 - High-quality care.
- By law services must meet fundamentals of care and expected standards



- Ratings to help people choose between services and to encourage improvement
- Ratings for providers, and for separate services as well?
- Ratings for each question?
 - Safe
 - Effective
 - Caring
 - Responsive to people's needs
 - Well-led



Timeline

