





Quality Matters

Adrian Hughes
Deputy Chief Inspector

Adult Social Care Providers
Conference

16 June 2015

1



CQC 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



1

Regulation to inspire improvement



What we do:

- Set clear expectations
- Monitor and inspect
- Publish and rate
- Celebrate success
- Tackle failure
- Signpost help
- Influence debate
- Work in partnership



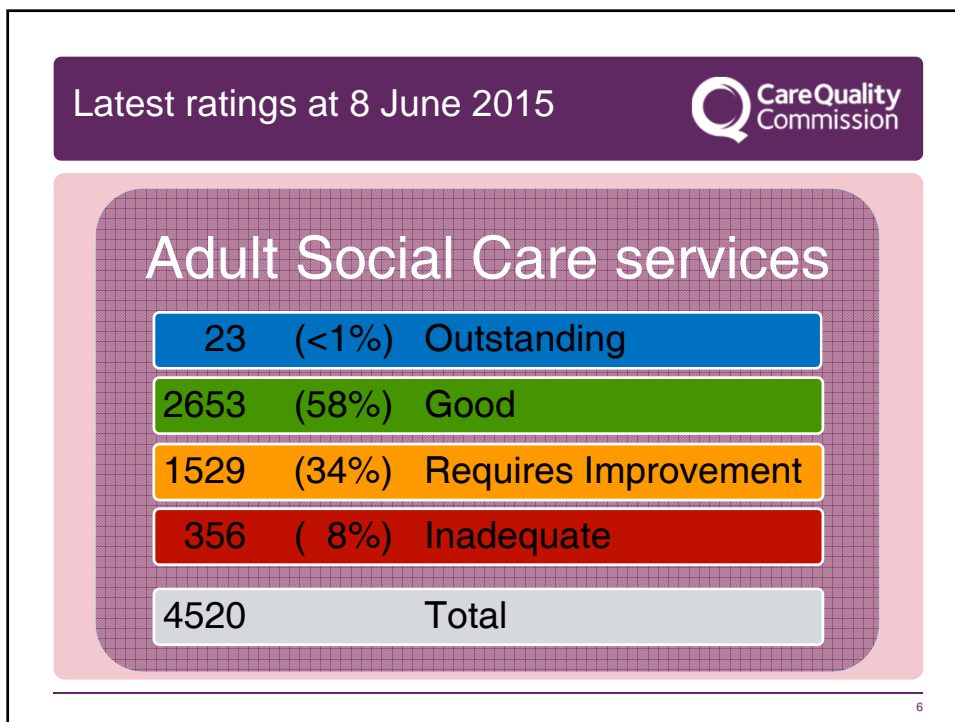
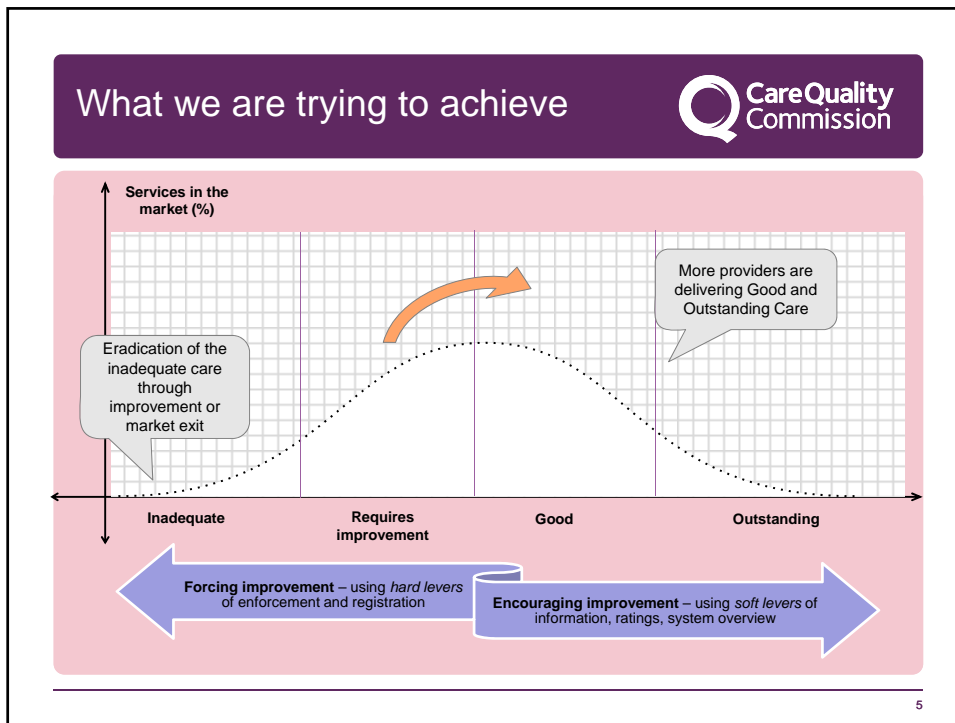
Regulation to inspire improvement

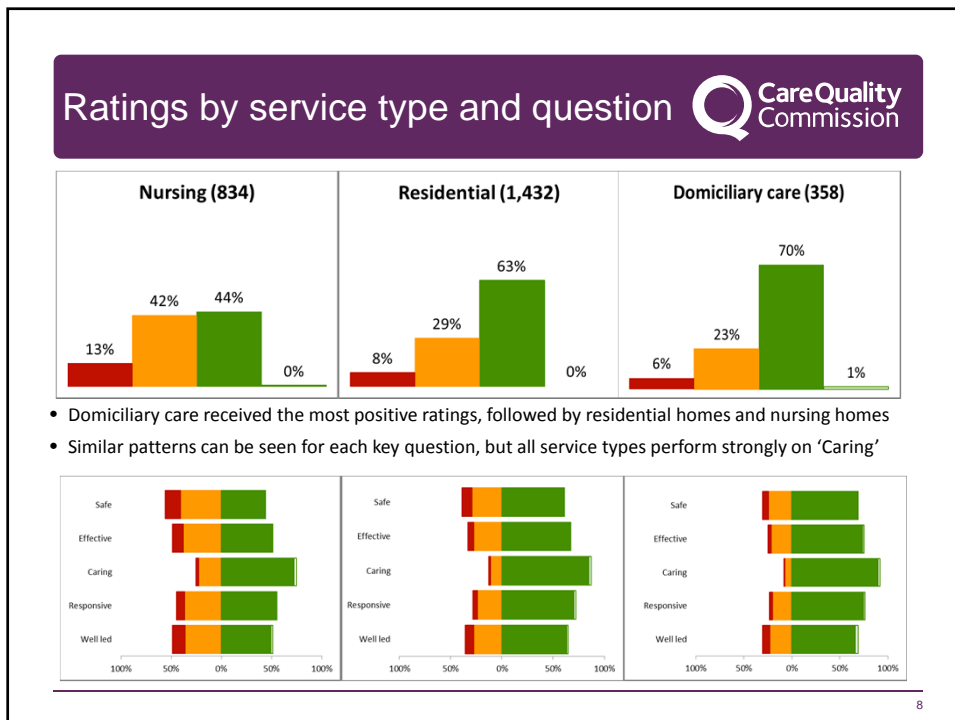
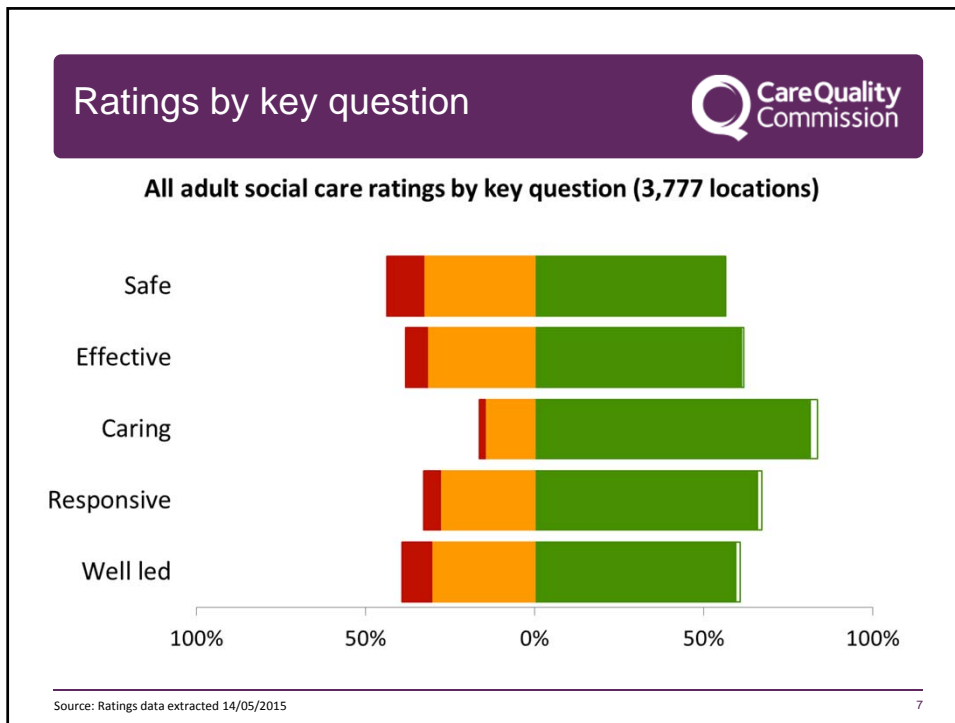


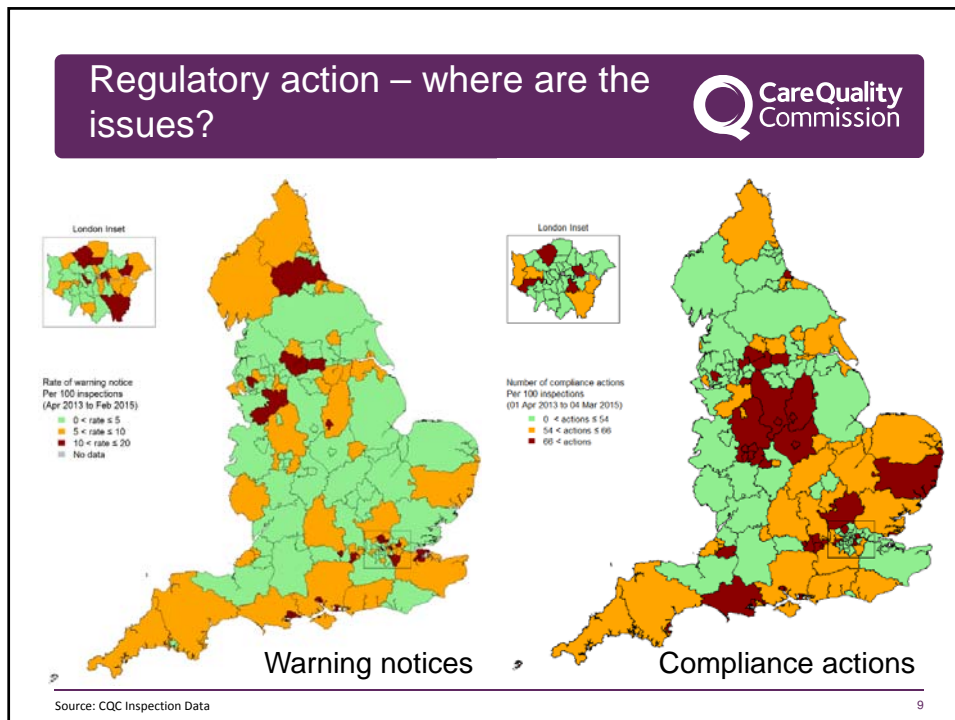
How we do it:

- Five key questions
- Respond to concerns
- Key lines of enquiry
- Specialist inspectors
- Experts by experience
- Ratings characteristics
- Reports
- Enforcement
- Co-production









Outstanding dementia care at home

- ▶ ‘Staff were given the opportunity to build meaningful relationships with people and ample time to meet people’s needs and provide companionship’
- ▶ ‘People felt care workers treated them with kindness and respect’
- ▶ ‘The registered manager delivered dementia training to the public – including bank and shop staff – to help them understand how to help people with dementia’

Home Instead Senior Care,
West Lancashire and Chorley

10

An outstanding care home



'Relatives and friends visiting the home told us they only had positive experiences and praise for this service'



'Staff told us that they would not like to work anywhere else'

Vida Hall,
Harrogate

11

An outstanding care home



"We didn't think we were outstanding. And perhaps that's why we were – I think it's because we see every single person as an individual. It is our privilege to support them to live the last years of



their life with as much happiness, love and security as we can give them."

Suzanne, Prince of Wales
House, Ipswich

12

CQC's journey in 2015/16 



- 1.Regulating new care models
- 2.Looking at quality of care pathways
- 3.Looking at quality of care in your locality

13

Carers Week and Care Home Open Day 

CQC welcomes and supports initiatives this month: get involved!



8-14 June



19 June
Aim: 150 staff to take part

14

Thank you



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