

Our new
approach:
now and for
the future



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Our purpose and role

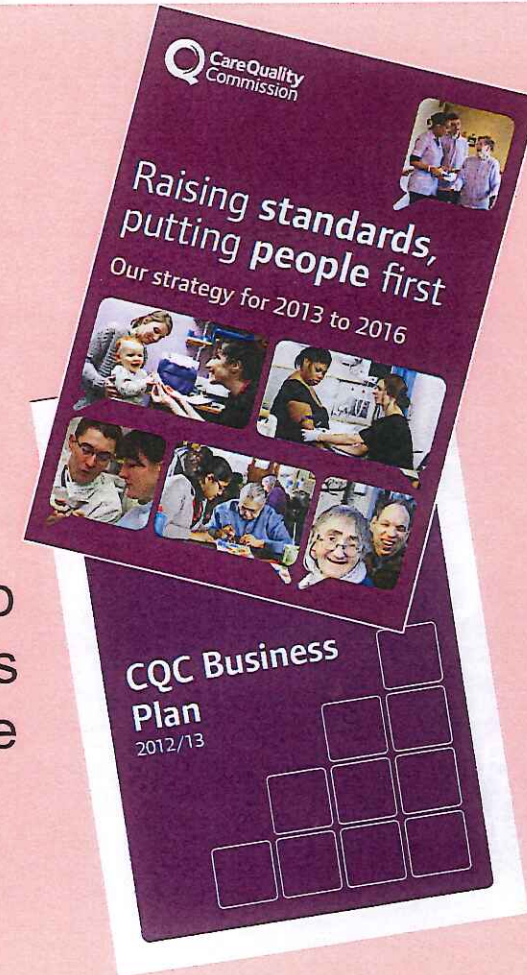


Our purpose

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



The Mum Test



Is it effective?

Is it responsive to people's needs?

Is it safe?

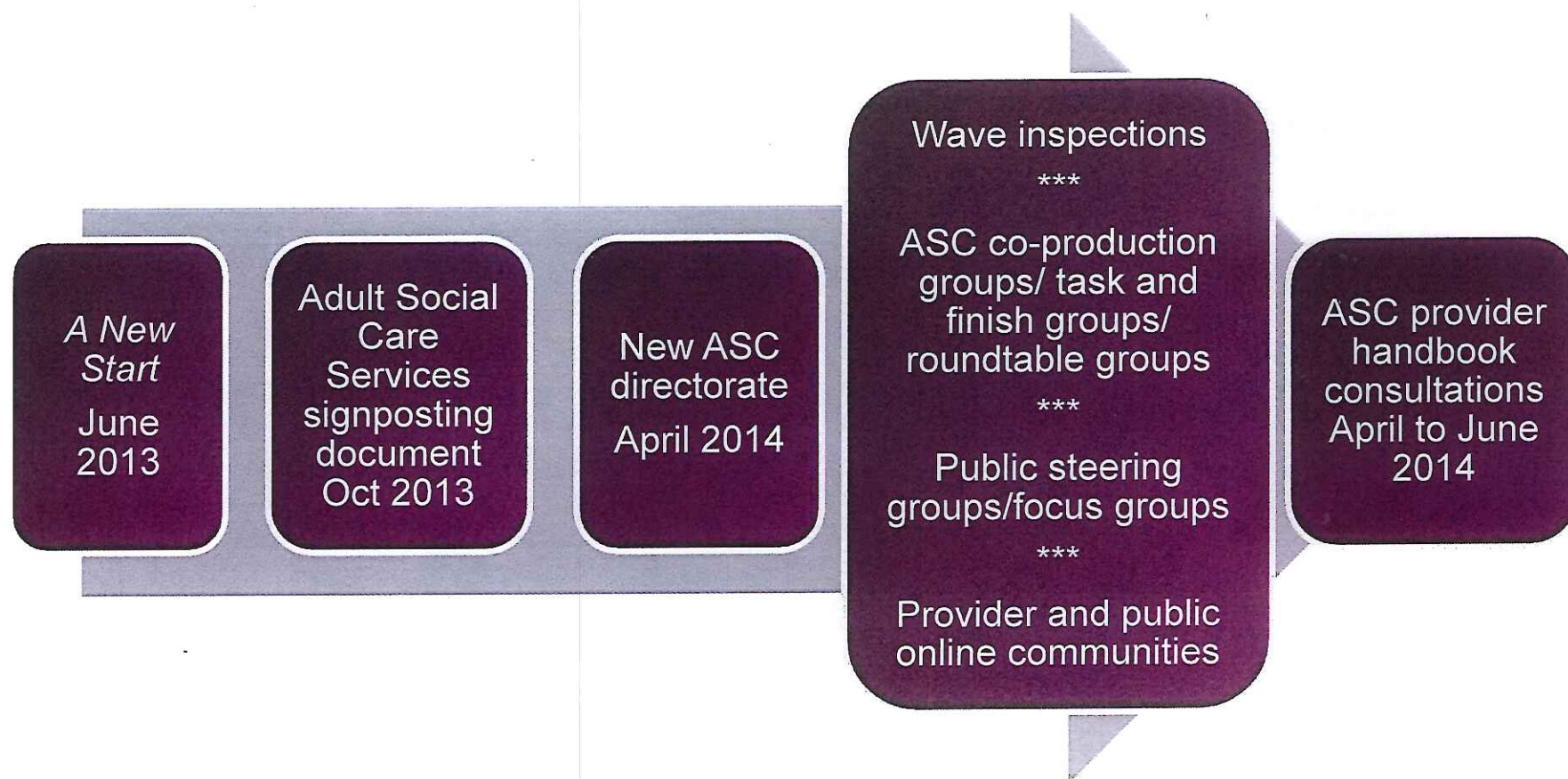
Is it well-led?



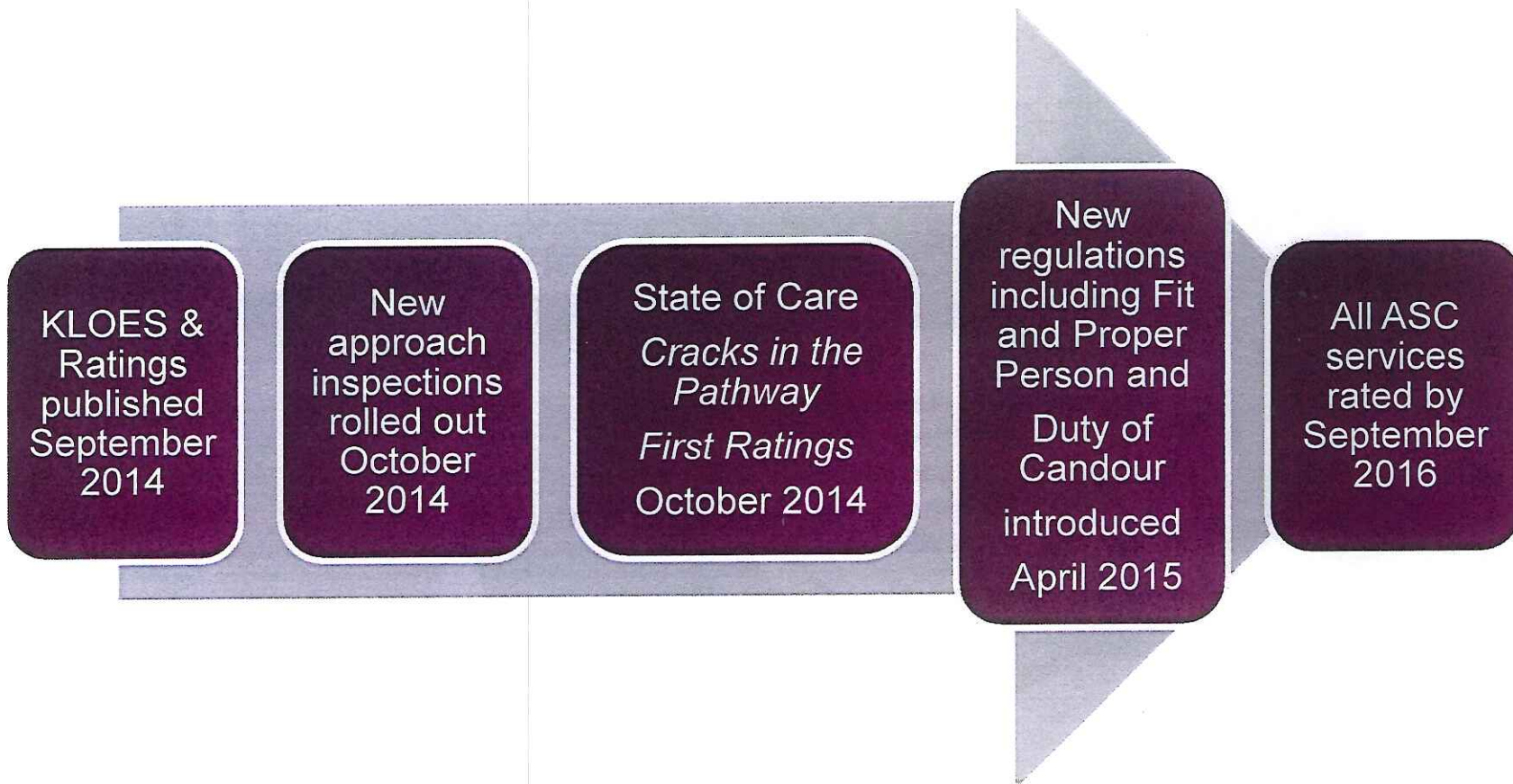
Is it caring?

Is it good enough for my Mum?

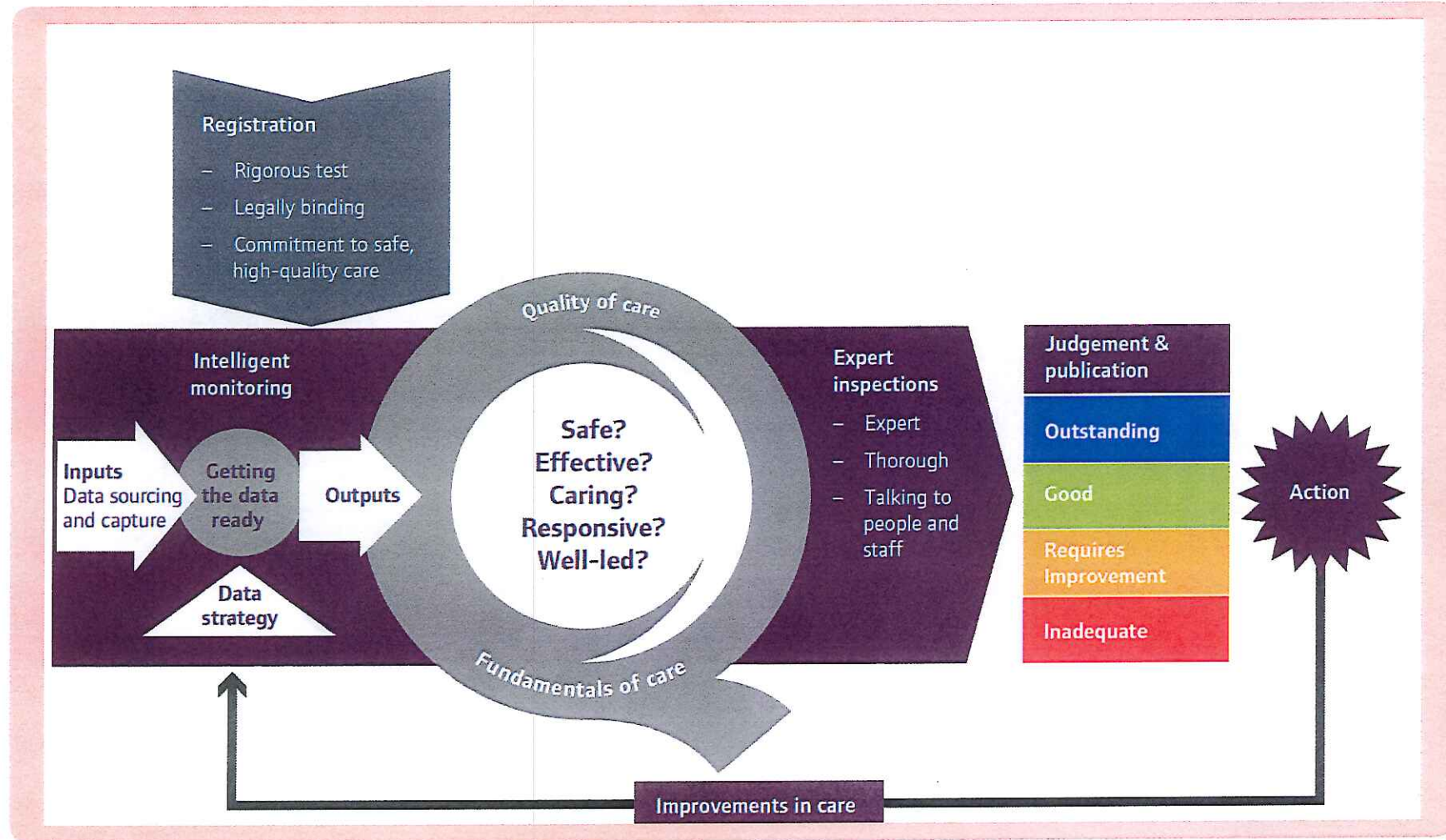
Delivering on priorities (1)



Delivering on priorities (2)



The new approach



Four point scale



Judgement & publication

Outstanding



Good

Requires
Improvement

Inadequate

High level characteristics of each rating level

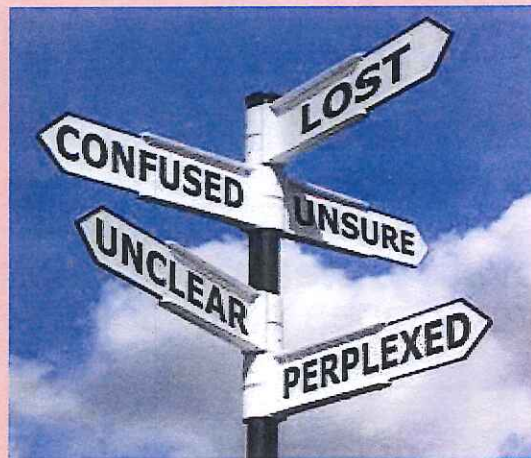
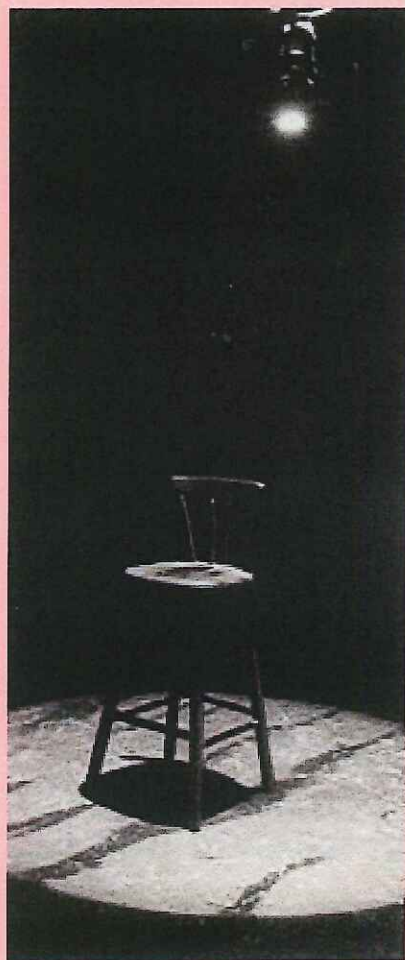
Innovative, creative, constantly striving to improve, open and transparent

Consistent level of service people have a right to expect, robust arrangements in place for when things do go wrong

May have elements of good practice but inconsistent, potential or actual risk, inconsistent responses when things go wrong

Severe harm has or is likely to occur, shortfalls in practice, ineffective or no action taken to put things right or improve

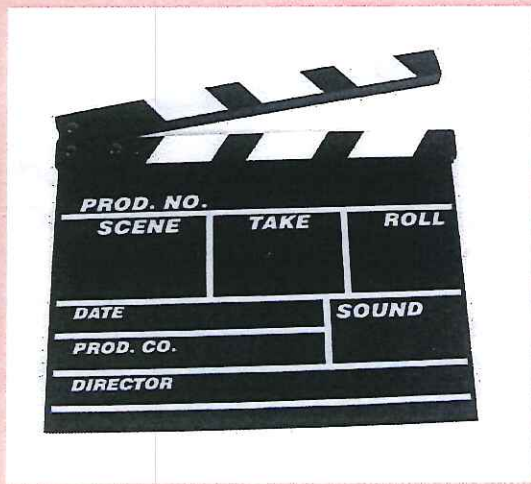
Encouraging improvement



**NATIONAL
CARE HOME**
Open Day
20 JUNE 2014



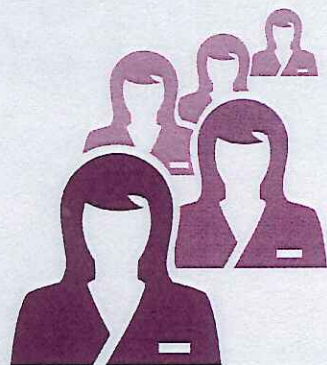
British Association of Occupational Therapists
and College of Occupational Therapists



State of Care 2013-14

**We've found many examples of good and outstanding care.
But we've also found wide variation in quality.**

#StateOfCare



Staff **recruitment** and training is a major issue for the future, especially nursing.

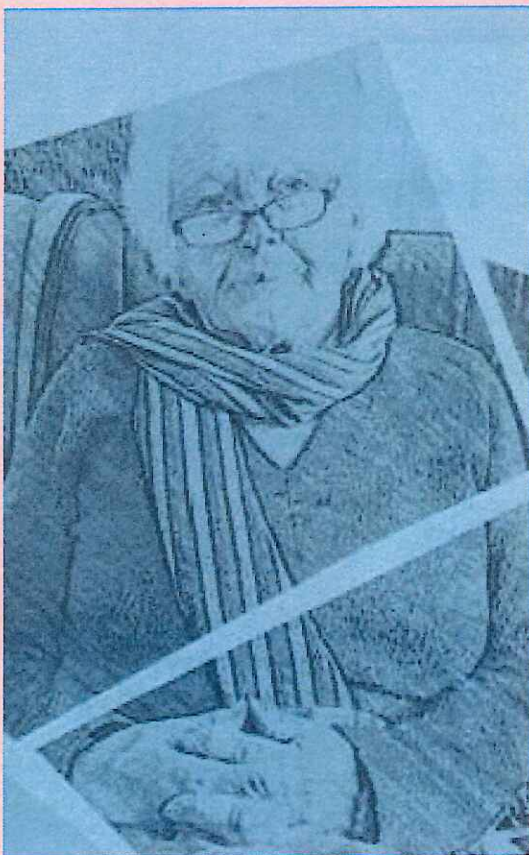


Compliance was **10-15%** higher for care homes with a **registered manager**.



Safety and safeguarding was our biggest concern.





Dementia report: *Cracks in the Pathway*



- The quality of dementia care is variable – not everyone is meeting the standards we expect
- Across more than 90% of care homes and hospitals visited, we found some variable or poor care
- Transitions between services should be improved
- People are likely to experience poor care at some point

Inspections and ratings



Outstanding		14
Good		578
Requires improvement		331
Inadequate		66

Published reports on 19 July 2015

Next steps for CQC

- Embedding our methodology
- Corporate providers
- Market oversight
- Different models e.g. supported living
- Special measures and enforcement



Why market oversight?

- Clear relationship between quality of care and finances



What can Market Oversight do?



Market oversight aims to:

- Spot if a 'Southern Cross' could happen again
- Protect people in vulnerable circumstances
- Monitor finances of 'difficult to replace' providers
- Provide early warning to local authorities
- Assist in co-ordinating the system response if failure occurs

Market oversight is not there to:

- Protect providers from failure
- Pre-empt failure through disclosure of information

Timelines for market oversight



Sept – Dec
2014

- Development of CQC approach and methodology
- CQC engagement on proposed methods

Jan – Feb
2015

Identify and liaise with providers that meet the market oversight entry criteria

April
2015

- Formally notify providers of their inclusion in the scheme and respond to appeals
 - Start to undertake financial assessments of providers in the scheme

October
2015

Bring specialist providers into the scheme

Our enforcement powers



Severity

- Requirements (formerly known as compliance actions)
- Warning notices
- S.28 warning notices

Protect people who use services by requiring improvement

Civil enforcement powers

- Impose, vary or remove conditions of registration
- Suspension of registration
- Cancellation of registration
- Urgent procedures

Failing services

- Immediate action to protect from harm
- Time-limited “final chance”
- Coordination with other oversight bodies

Protect people who use services by forcing improvement

Not an escalator – more than one power can be used

Criminal powers

- Penalty notices
- Simple cautions
- Prosecution

Holding individuals to account

- Fit and proper person requirement
- Prosecution of individuals

Hold providers to account for failure

- Power of the Mum Test
- Importance of co-production



Why does this matter?




People
are at
the
heart
of it

Thank you



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 [@CareQualityComm](https://twitter.com/CareQualityComm)

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