

# About CQC

May 2012

### About us

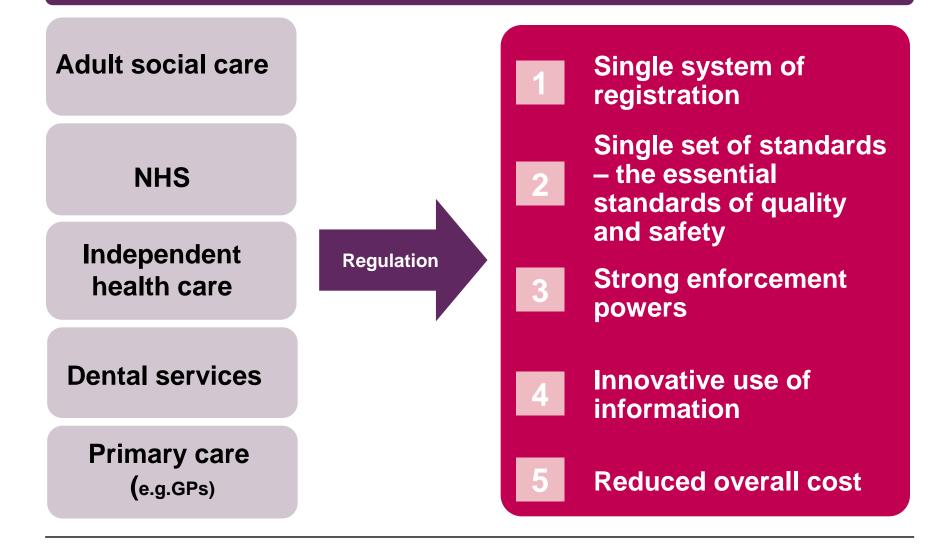


- Regulator for health and social care since 2009
- We look at **outcomes:** a person's experience of care
- We involve people who use and provide services and listen to their voices
- We use a wide range of sources of evidence, this includes what local people tell us about their services
- We focus on **how** care is delivered
- We are responsive taking swift action to follow-up concerns
- We carry out unannounced visits



### The regulation system



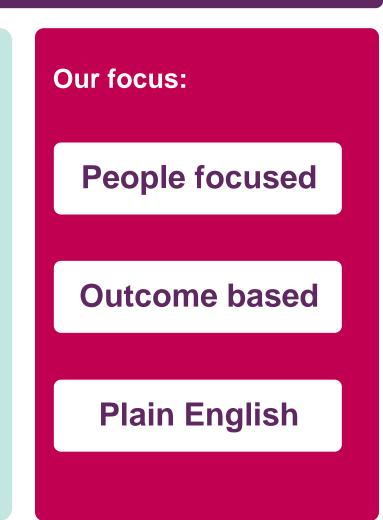


# CQC registration and standards



The standards are mapped to six outcomes:

- Involvement and information
- Personalised care, treatment and support
- Safeguarding and safety
- Suitability of staffing
- Quality and management
- Suitability of management



# Inspections to monitor compliance



- We inspect care homes, domiciliary care agencies, Dental surgeries, GP surgeries and hospitals
- Inspections are targeted and almost always unannounced
- They focus on areas of non-compliance with the government standards we report on what we see and hear
- A site visit includes:
  - talking to people who use the service (and their families and carers)
  - talking to staff and managers
  - observation
  - examination of records

# CQC – what CQC does and does not do



#### CQC's role

- Register inspect enforce publish
- CQC registers care providers then checks whether they are meeting essential standards
- If not, we take action they must put problems right or face enforcement action
- We publish what we find as quickly as possible
- We share what we know with our partners
- We put a premium on users/ whistleblowers
- We monitor the care of those detained under the MHA

#### What CQC does not do

- We do not currently make assessments of commissioning, although we can comment on shortcomings via themed reviews and investigations
- We do not assess quality above essential standards
- Inspectors are encouraged to describe what they see, comment on good practice and reference it

# **Registration timeline**





# **Principles of inspections**



### Unannounced

We do not notify providers before we carry out inspections

### Flexible

We can use different • tools to respond to concerns e.g. responsive review Principles of inspection

### Timely

••• At least once a year for Adult Social Care Services and Acute NHS Trusts.

### Focused

Inspections will focus on outcomes that are important to people using services