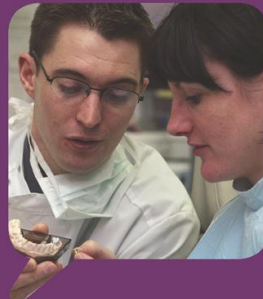


Raising standards, putting people first

Our strategy for
2013 to 2016

April 2013



Our purpose and direction

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

Underpinning our approach



- Our judgements will be independent of the health and social care system
- We will always be on the side of people who use services



Five influences on quality

- Commissioners
- Professionals
- Providers
- Regulators
- People who use services



Five things we will look at



We will tackle the following five questions about services:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they well led?
- Are they responsive to people's needs?

Things we will do differently

- Appoint a Chief Inspector of Hospitals, and a Chief Inspector of Adult Social Care and Support, and consider the appointment of a chief inspector for primary and integrated care
- Develop fundamental standards
- Specialist inspectors leading expert teams, including clinical and other experts, and experts by experience
- NHS hospitals: national teams with expertise to carry out in-depth reviews of hospitals with significant problems



Things we will do differently

- NHS hospitals: a clear programme for failing trusts that makes sure immediate action is taken to protect people and deal with failure
- Predict, identify and respond more quickly to services that are failing, or likely to fail, by using information and evidence in a more focused and open way – including people's views and experiences
- Improve understanding of how well different care services work together
- Work more closely with our partners in the health and social care system to improve the quality and safety of care



Things we will do differently

- Publish better information for the public, including ratings of services
- A more thorough test for organisations applying to provide care services, making sure named directors, managers and leaders commit to meeting standards, which is tested at registration
- Strengthen the protection of people whose rights are restricted under the Mental Health Act
- Build a high-performing organisation that is well run and well led, has an open culture that supports its staff, and is focused on delivering its purpose



What we will continue to do

- A programme of unannounced inspections and reporting across the sectors we regulate
- Inspections at any time in response to concerns
- Inspections and reviews on particular areas of care
- Regulatory and enforcement action



- Changes for 2013/14 set out in our Business Plan
- We will deliver:
 - New fundamental standards
 - New hospital inspection methods
 - Hospital ratings
 - Begin to develop changes for other sectors
- Continued involvement of staff, providers, stakeholders and public in the development of our work