



What happens next?

How to tell us what you think about our plan for
2013 – 2016

Easy Read version of:
The next phase: A quick guide to our consultation
document on our strategy for 2013 – 2016.

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About this booklet



The CQC (Care Quality Commission) checks health and adult social care services in England.



This booklet is about our work for the next 3 years.



Who we are

The CQC was set up in 2009.



Services have to **register** with us. This means be on a list and meet **standards** or rules about good safe care.



Our standards say what services should be like for people who use:

- hospitals



- care homes



- carers in their own home



- dentists.



From next year we will also check GPs.

We have listened to:



- people who work in and use different services



- government groups and reports about poor services



- our staff.



Now we want to know what you think about our ideas.

What we do



We check health and adult social care services and protect and promote the health, safety and welfare of people.

We:



- register services
- check services stick to the standards or rules



- act fast to stop poor care



- involve organisations, groups and people who use services in our work
- tell people what we find out about services

Changes that affect our work



There have been lots of changes since we started:

- the government has less money to spend but they, and organisations that buy care, and those that provide it, must make sure people still get good safe care



- people live longer so services must help them stay healthy and independent



- the government is giving local organisations and people more power to plan and run services



- things like computers, the Internet and other technology can help people be more independent and find out about



- lots of different organisations used to check health and care services but there aren't as many doing it now



- we will not have extra money or staff to do more work.



We need to think about these changes and how they affect our work



The rest of this booklet tells you about our plan.



Please use the questions at the end to say what you think about our ideas.

Our plan for 2013 – 2016

What we believe we should do

We have to play our part in making care services better by:



- checking services



- listening to people and making sure they get the services they need



- acting quickly to stop poor services



- using what we know to give good information about care services



- working with other people and organisations

Important things for the next 3 years



1. Use information better

Now:

- We check most services every 1 or 2 years and usually do not tell them we are coming.

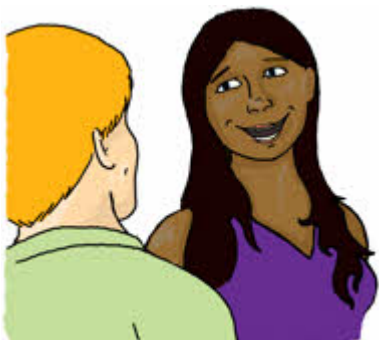


- We use our information about good care to decide what to look at when we check services.



In the future we will:

- check different services in different ways and change the way we check some services
- find out how the way services are run, and how people are treated, affects the care people get. This includes how services listen to people they support, families and staff





- tell people what works well in services so they can choose good care. This will make all services try to get better



- use things we know about good care to change the way services are planned, run and paid for



- make sure people have their rights and are treated fairly and equally.

Question 1.



Do you think we should make more use of what we learn about services to decide how we check them?

This might mean we check different services in different ways.



2. Work better with other organisations

We will still be independent. This means we will decide when and how we check services and what we think about them.



But because health and social care services are changing quickly, we need to work with other organisations that check services and make rules about good care so we can:

- keep people safe and make services better



- make sure we are all doing our job well



- share information




- agree what we all do and how we work together.



We will also look at ways to work with organisations that say how well services are doing.



We will find ways to work with the public, people who use services and carers.



Question 2.

What do you think about our ideas about staying independent but working better with other organisations?

3. Work better with the public

We will:



- work with Healthwatch to speak up for people who use health and social care services



- tell more people about what we do and how to contact us



- ask people to tell us about poor care



- get better at telling people what we find out and what we do about it



- help people understand we cannot deal with individual complaints but we use the information to help us decide which services to check and make sure people know how to make a complaint



- give people clear information to help them choose good health and social care services



- give people clear information about local services so they can compare them with other areas



- say how we will involve lots of different people in our work.



Question 3.

What do you think about our ideas for working better with the public?



Question 4.

What do you think about our ideas for making it easier for people to understand about how we deal with complaints?

4. Working better with care organisations

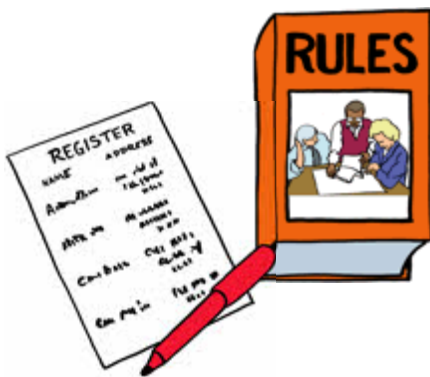


People who run care services need to know what will happen when they work with us.



We will:

- make sure we are good at our job



- be good at registering services that meet the rules for good care



- make clear and fair decisions about whether care services are good or poor



- train our inspectors so they are good at their job



- get rid of any unnecessary rules that stop services giving good care



- support ideas that help services get better



We will also keep doing these things:

- help services understand how to register



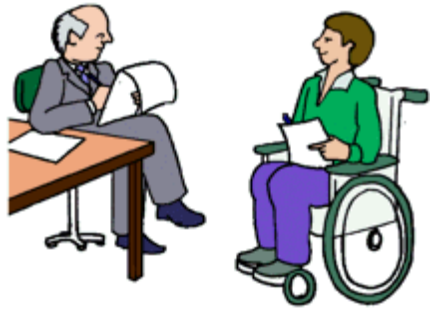
- help services understand how to meet the rules for good safe care



- tell people where they can get other information



- give services clear information about what we think they are doing well and where they are not meeting the rules



- tell services what we think about their plans to meet the rules.



Question 5.

Do you think these ideas will help care services trust us more and understand us better?



5. Mental Health and Mental Capacity

The law says we have to protect the rights of people who might be at risk in the care system.

This includes:

- people kept in care by a law called the Mental Health Act





- people who cannot make decisions about being kept in care and are protected by DoLS (Deprivation of Liberty Safeguards). These are part of a law called the Mental Capacity Act.



We will:

- make sure we use our staff and money well



- work with people who use services and their carers



- think about the best ways to keep people safe



We will think about the best way for:

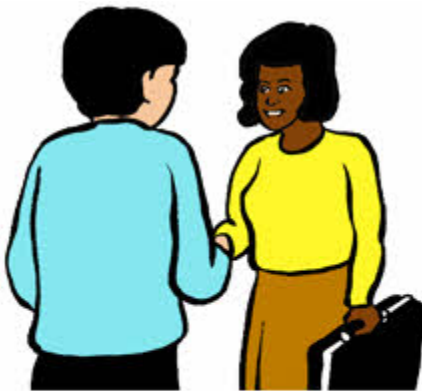
- checking whether people are being kept in care when they do not want to be



- making sure services stick to the law about people who cannot make decisions for themselves



- protecting people who are told where they must stay or what treatment they must have



- working with other organisations to do these things better



Question 6.

What do you think about these ideas for protecting people who are kept in care by a law called the Mental Health Act or who cannot make decisions about care?



6. Keep getting better at what we do

We need to keep checking we are getting better and have good, skilled staff.

We will:



- think about what we do and how it affects other people or services and use this to do things better



- listen to what other people say about us so we can learn do our job better



- make sure our staff are good at their jobs and understand what makes good safe care

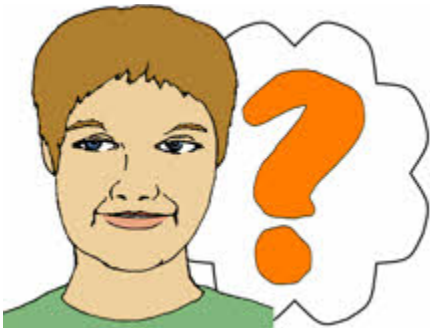


- find ways to check what we have done and how this helps people get better care.



Question 7.

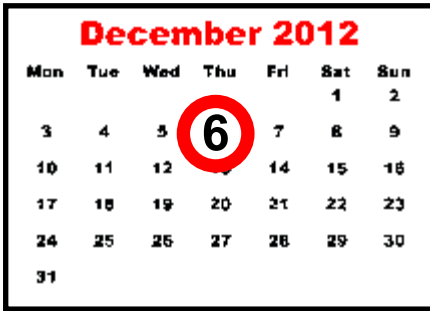
How can we check whether we make care services better?



Question 8.

What do you think about our ideas for becoming a really good organisation?
Is there anything else we need to think about?

How to tell us what you think



You can tell us what you think until
Thursday, 6th December 2012.



You can answer the questions about our plan:



Online at:

www.cqc.org.uk/thenextphase



By email to:

cqcthenextphase@cqc.org.uk

By post to:



**CQC The Next Phase,
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**

Here are the questions again:



Question 1.

Do you think we should make more use of what we learn about services to decide how we check them? This might mean we check different services in different ways.



Question 2.

What do you think about our ideas about staying independent but working better with other organisations?



Question 3.

What do you think about our ideas for working better with the public?



Question 4.

What do you think about our ideas for making it easier for people to understand about how we deal with complaints?



Question 5.

Do you think these ideas will help care services trust us more and understand us better?



Question 6.

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Question 7.

How can we check whether we make care services better?



Question 8.

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