Care Quality Commission

Transformation of how we regulate services for people with a learning disability and autistic people

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Our role and purpose

Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve

What brought us here today?

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- We've seen too many times over the past few years that people with a learning disability and autistic people aren't getting access to the right care.

- **Prof. Glynis Murphy report** – both independent reports have now been published and recommendations about how we need to improve our regulation are being taken forward.

- **Closed Cultures** – Our closed cultures work is about creating the right methods and policies for at risk services, and the work to transform these services is about implementing what we know needs to change, for the benefit of people with learning disabilities and autistic people using services.

- **Out of sight who cares review** – focused on the use of restrictive practices such as: restraint, seclusion and segregation. The review shares experiences from people who have been failed by the health and social care system. And highlights the targeted support needed for the care of people with learning disabilities and autism.

What we want to achieve – Registration workstream

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Making sure we only register the right services — **I use services that support me in the way I want to live and where I want to live.**

- Right Care Right Support Right culture is properly understood by planners and commissioners
- Improving pre-engagement with providers – looking at how we work with councils and commissioners
- Supported living is no longer a loophole

Right support, right care, right culture

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Describes what we expect good care to look like for autistic people and people with a learning disability, covering registration through to inspection

- **Right support:** Model of care and setting maximises people's choice, control and independence
- **Right care:** Care is person-centred and promotes people's dignity, privacy and human rights
- **Right culture:** Ethos, values, attitudes and behaviours of leaders and care staff ensure people using services lead confident, inclusive and empowered lives

What we want to achieve - Taking the right action workstream

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Making sure we support services to improve and take the right action where they don't —

I will not be asked to move to a service that isn't safe

I won't be expected to continue to live in a service that doesn't meet my needs

- Strengthened action has been effective
- Only services with 'good' outcomes get a good rating
- Better quality care and reduced stay in hospitals
- People's experience better influences our ratings and monitoring decisions

Responding to risks swiftly and taking appropriate action

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- **Inspections** are focusing on the experiences of people who are living in the service
- **Cross sector** teams
- **Framework and tools** to support this
- The piloting of the new **Quality of Life Tool**
- Our reports will reflect what life is like for people

Taking the right action to support services to **improve**

Taking the right action when people are **not safe**

What difference is this making?

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- Two services have closed and a further three are proposed to close
- We have imposed or proposed fourteen conditions

Case Study

In August 2020 we inspected a service in the West Midlands providing support to people with a learning disability. We identified three breaches in relation to safe care and treatment, safeguarding and governance. We rated the service as Inadequate.

We worked alongside the provider and local authority to monitor progress. We re-inspected in June 2021 and found the service to be good in all questions. We found:

- They could show how they met the right support, right care, right culture principles
- People could lead confident, inclusive and empowered lives
- The ethos, values, attitudes and behaviours of the management and staff provided support in the way each person preferred
- The needs and quality of life of people formed the basis of the culture at the service
- The leadership of the service had worked hard to create a learning culture. Staff felt valued and empowered through inclusion in the development of people's care

Community Living

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Home for good

We spoke to people around the country who had experienced good community care

- More community support for people with a learning disability and autistic people is needed.
- People often say it is too difficult to support people well in the community. The Home for Good report demonstrates that this is not true.
- It is possible to provide good, person-centred care in the community even when people have experienced trauma and have very different needs

Policymakers should use this report to expand this provision

What we want to achieve – Influencing pathways and healthcare

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Making sure we influence the improvement of pathways and wider healthcare of people with a learning disability and autistic people

I can access local services that meet my needs and get the right healthcare when I need it.

- Understand how other services (like GPs, dentists and hospitals) can better support people with learning disabilities and autistic people to get the right care
- Understand how people move between services at different points in their life and what best practice looks like
- Improve your local health and care system so that the right services are available at the right time

Key Challenges

1. Services adapting to the continuing realities of the pandemic
2. Building networks and options for real community support
3. A joint approach to commissioning the right type of support
4. Planning to meet the needs of local people

What's next?

Out of sight who cares? We committed to follow up the recommendations

- We are now planning an update to the report by winter 2021/22
- This will report on the progress made by CQC and other stakeholders in the report towards reaching the 17 recommendations

A focus on supported living

- How do we tackle the improvements needed to make sure people are getting support that gives choice , Indepedence and Control

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Thank you and questions?

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