Regulating for Quality and Safety. Improving Care

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Our 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.

The Mum (or anyone you love) Test

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Is it responsive to people's needs?

Is it effective?

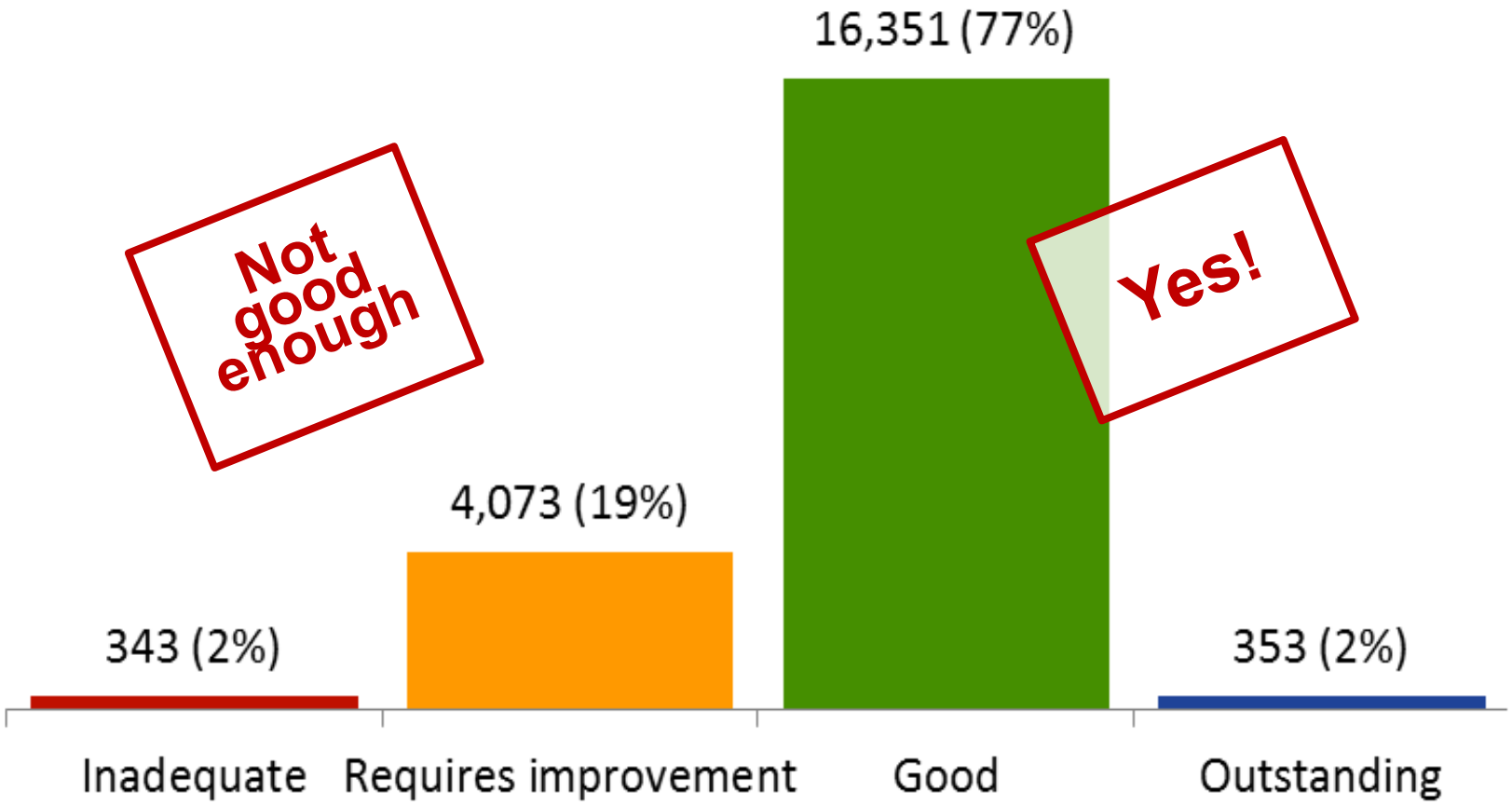
Is it safe?

Is it well-led?

Is it caring?

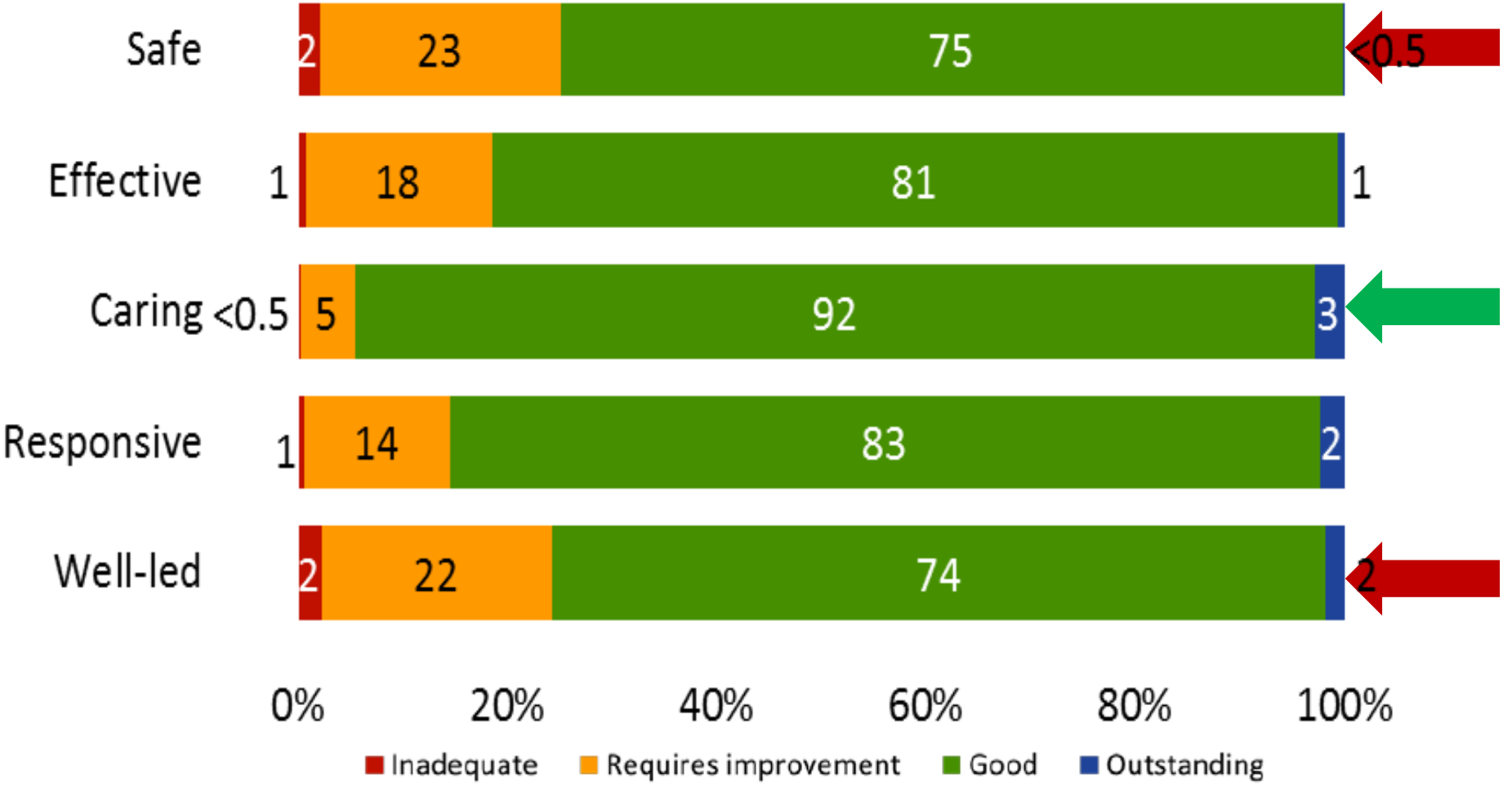
Is it good enough for my Mum?

Are services meeting The Mum Test?



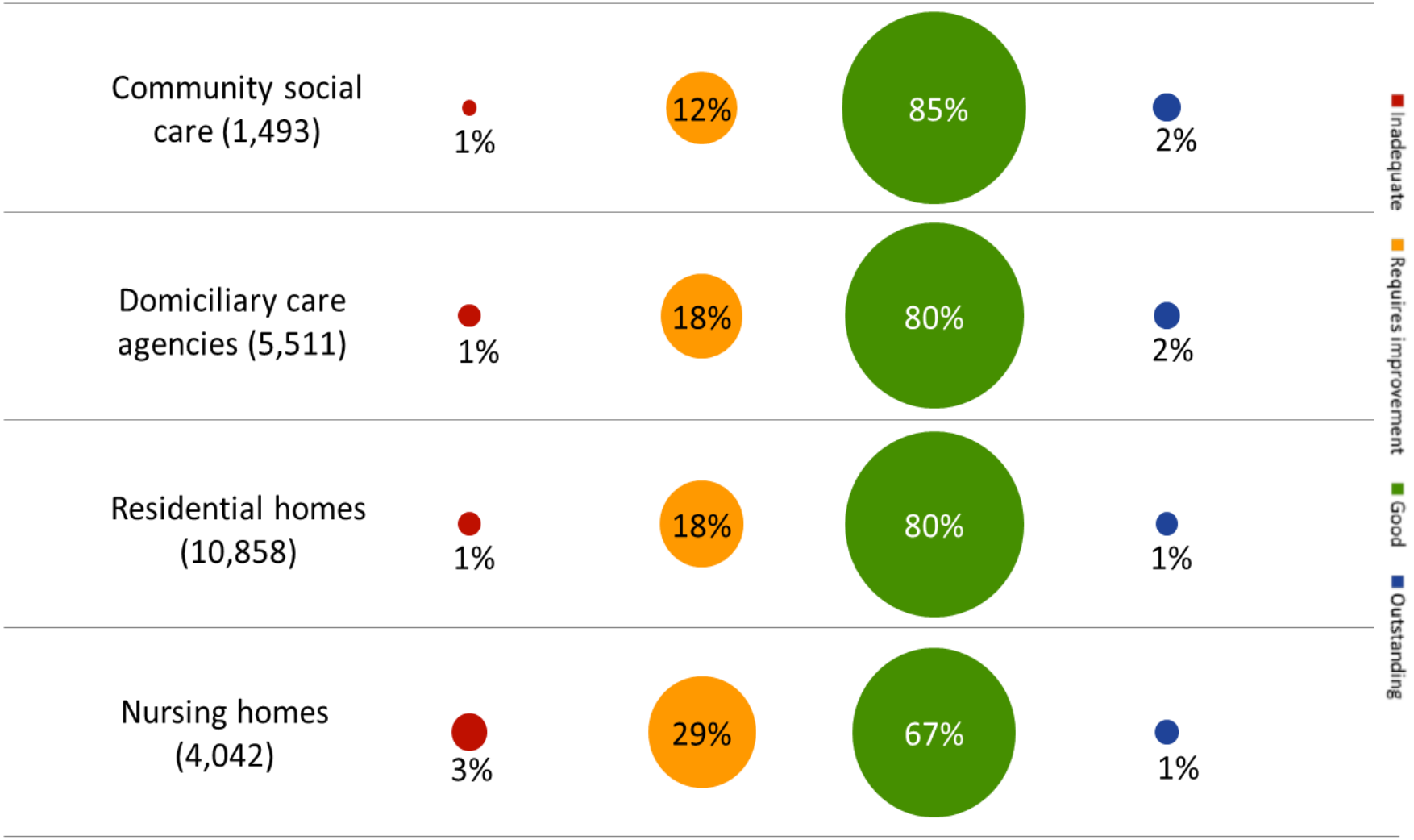
Source: State of adult social care services 2014/17. CQC ratings data 5 May 2017. Numbers show total active locations rated

Are services meeting The Mum Test?: by key question



Source: State of adult social care services 2014/17. CQC ratings data 5 May 2017. Figures in bars are percentages.

Are services meeting The Mum Test?: by key service type



Source: State of adult social care services 2014/17. CQC ratings data 5 May 2017.

How good and outstanding providers meet The Mum Test

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Leadership

- Can influence all key questions, especially well-led and safe
- Strong leadership skills for registered manager, provider and senior team

Culture

Person-centred care

- Can influence all key questions, especially responsive and caring
- Treating people as people – understanding their needs, interests, preferences
- Build relationships between people to achieve meaningful and realistic goals

What can CQC do?

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- Set expectations
- Monitor
- Inspect
- Rate
- Shine a spotlight
- Take action
- A relentless focus on quality

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Safe

- Risk to people are assessed and managed. The importance of equipment and assistive technology devices and what may be available to a person to reduce any risks in their home.
- Learning lessons and making improvements when things don't go well.
- Enough staff to ensure continuity of care and that people are supported to stay safe
- Staff have the skills and knowledge to manage complex behaviours and protect people from the risk of abuse

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Effective

- Base recruitment on values and competences. Ensure employees have the expertise, support and tools they need.
- Staff understanding of consent to care and treatment
- Collaboration with other health and care professionals and active development of these partnerships to promote the best possible outcome for the person with dementia
- Dementia friendly environments
- Support people to live healthier lives
- People are supported to eat and drink enough.

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Caring

- Ask care workers to find something new each week about a person with dementia and report back to the team. This encourages more varied conversation and activities with individuals and enables person centred approach to care.
- Staff must have time to care and treat people with kindness
- How are peoples privacy ,dignity and independence promoted
- How are people supported to express their views and involved in making choices.

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Responsive

- Person centred care .Focus on the individual – empowering them to access the information they need, promoting independence, self-help, wellbeing, choice and control
- Ask care workers to find something new each week about a person with dementia and report back to the team. This encourages more varied conversation and activities with individuals and enables person centred approach to care.
- How are peoples concerns listened to
- How are people supported to have a dignified death

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Well led

- Strong, stable leadership that implements a leadership model and strategy that empowers staff and involves people and their families
- Investment in staff and the development of an open culture
- Good governance strictures
- How is the care home part of the wider community
- How does the service continuously learn , innovate .Risk sharing with commissioners/CCGs and learning from others
- Measuring the experience of people and staff and using this feedback to drive improvement

Thank you

Care Quality Commission

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