

Our new approach: now and for the future



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Our purpose and role

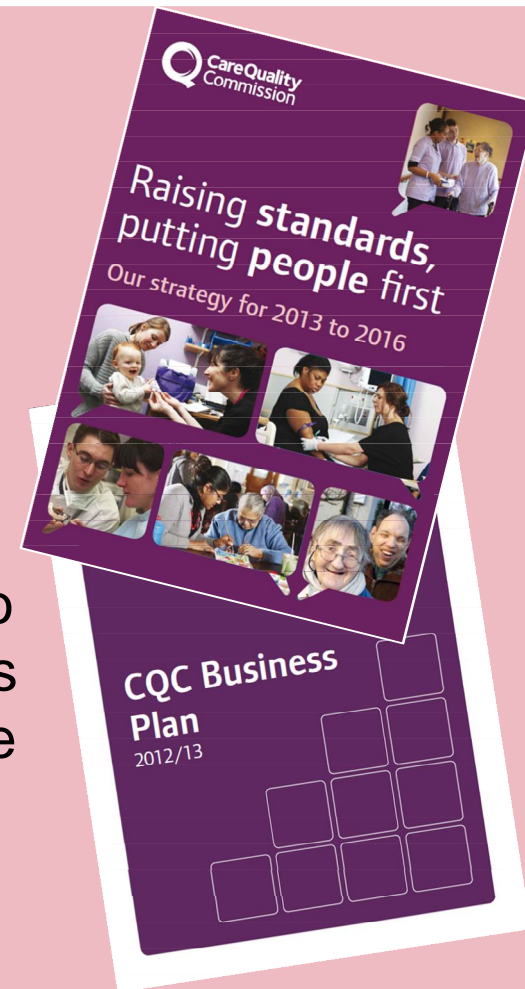


Our purpose

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



The Mum Test



Is it
effective?

Is it responsive to
people's needs?

Is it safe?

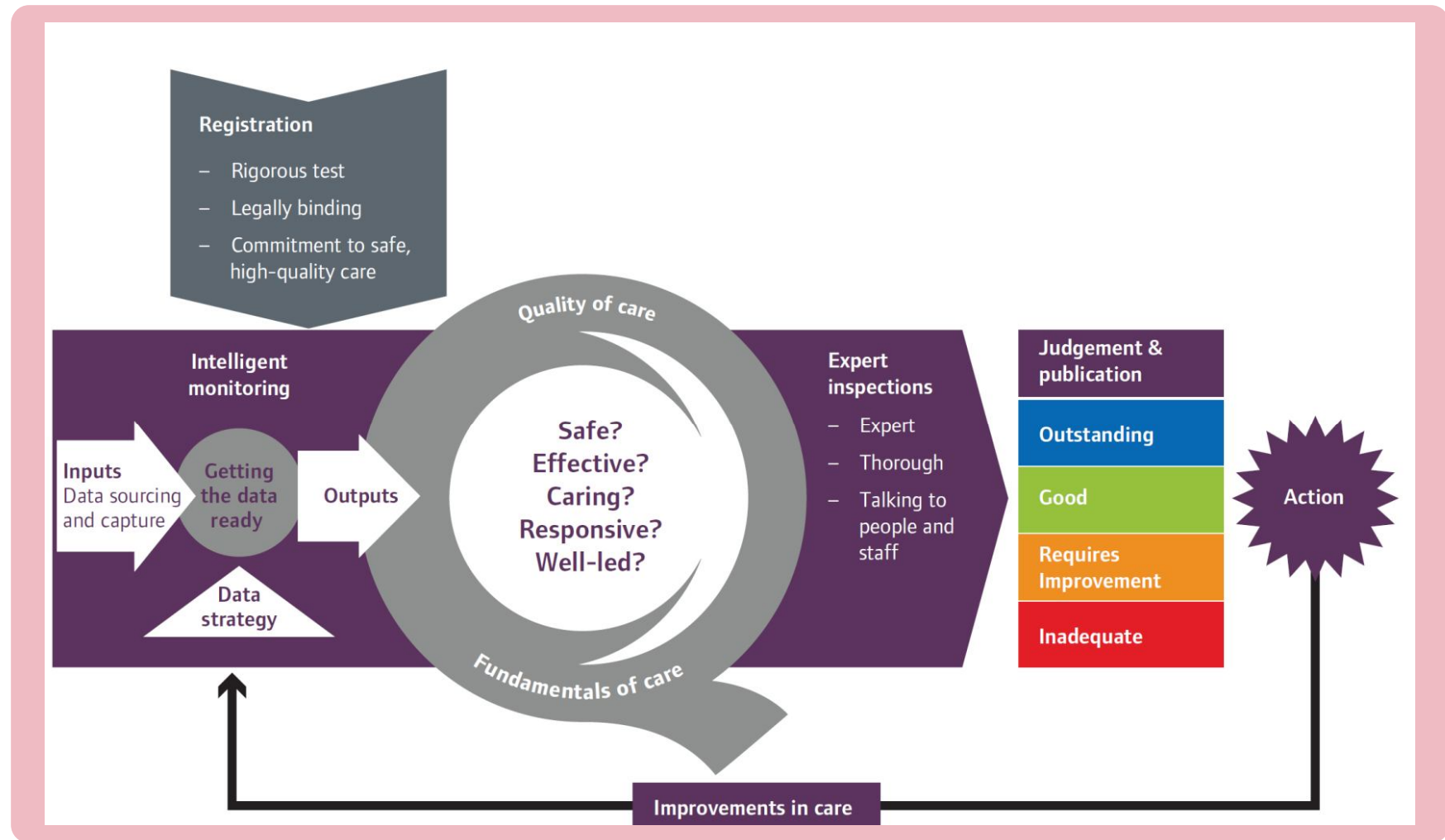
Is it
well-led?



Is it caring?

Is it good enough for my Mum?

The new approach



Four point scale



Judgement & publication

Outstanding



Good

**Requires
Improvement**

Inadequate

High level characteristics of each rating level

Innovative, creative, constantly striving to improve, open and transparent

Consistent level of service people have a right to expect, robust arrangements in place for when things do go wrong

May have elements of good practice but inconsistent, potential or actual risk, inconsistent responses when things go wrong

Severe harm has or is likely to occur, shortfalls in practice, ineffective or no action taken to put things right or improve

For residential adult social care we ask:

W1 How does the service promote a positive culture that is person-centred, open, inclusive and empowering?

W2 How does the service demonstrate good management and leadership?

W3 How does the service deliver high quality care?

W4 How does the service work in partnership with other agencies?

Encouraging improvement



British Association of Occupational Therapists
and College of Occupational Therapists

Adult social care



Staff **recruitment** and training is a major issue for the future, especially nursing.



Compliance was **10-15%** higher for care homes with a **registered manager**.



Safety and safeguarding was our biggest concern.

Why does this matter?




People
are at
the
heart
of it

Thank you



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 [@CareQualityComm](https://twitter.com/CareQualityComm)

Sue Howard
Deputy Chief Inspector of Adult Social Care