

Living a life in the community



Andrea Sutcliffe, Chief Inspector Adult Social Care
National Voices
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Our purpose



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



**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?

State of Care 2016



- Published 13 October 2016

The good news



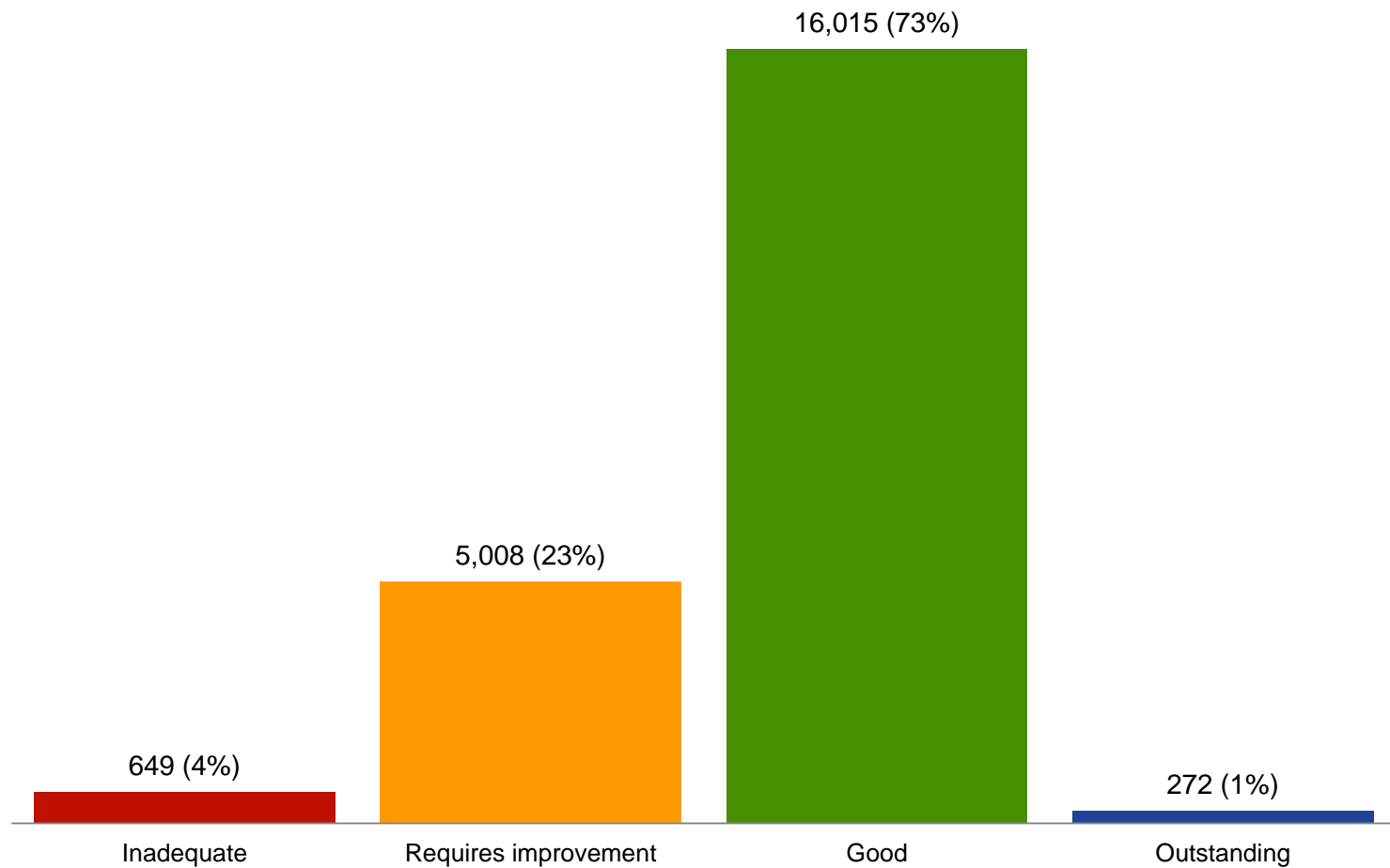
- Many services are providing good quality care – over 70%
- More than three-quarters of re-inspected inadequate locations improved
- 84% of community social care locations, including 92% Shared Lives services, Good or Outstanding
- Caring achieves highest scores – 90% Good, 2% Outstanding

The worrying news

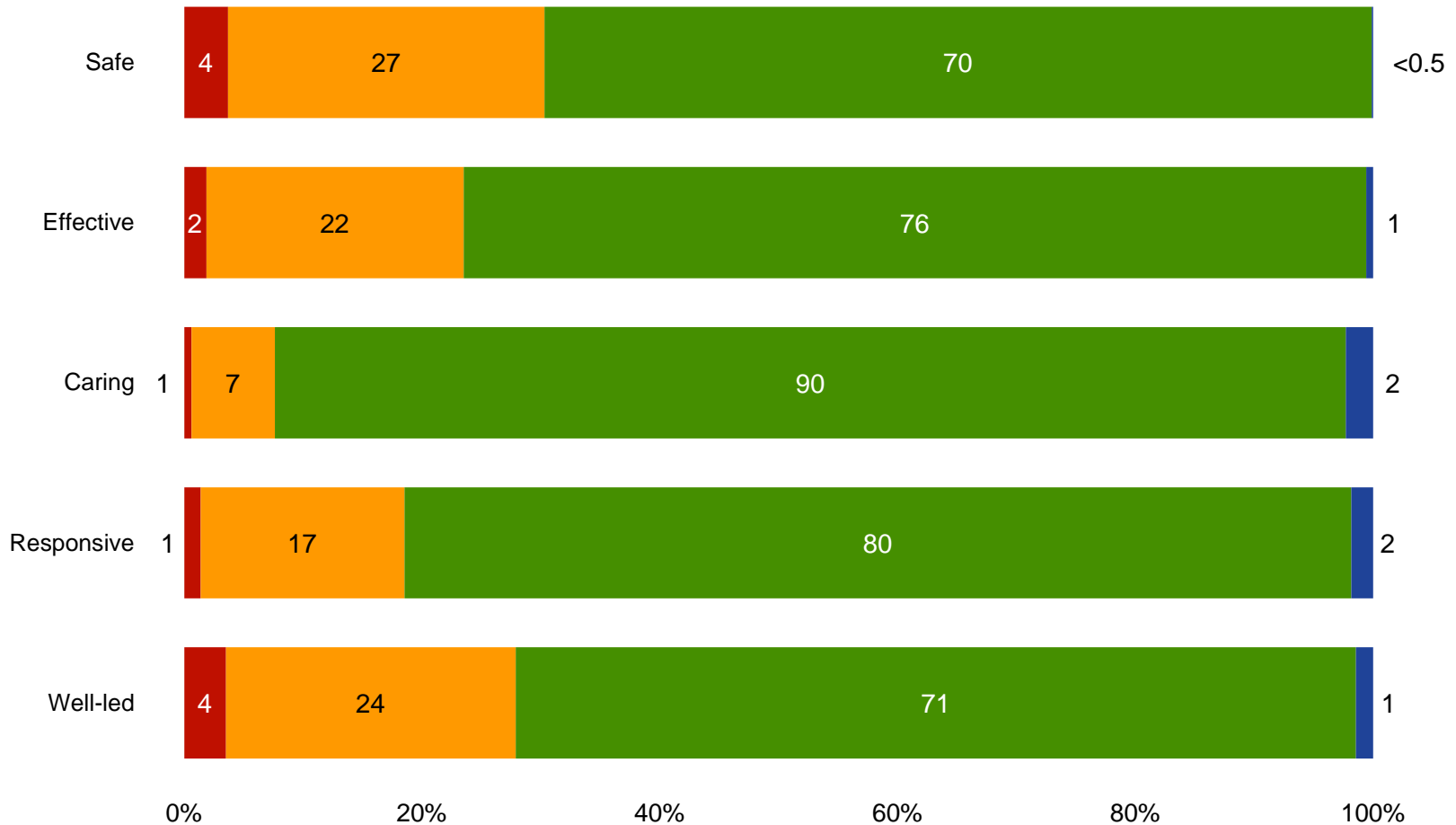


- 26% services Require Improvement and 2% are Inadequate
- Poorer performance for safety and leadership
- Nearly a quarter of re-inspected inadequate services did not improve
- Half of services rated requires improvement did not improve on re-inspection – 8% became inadequate
- Services for older people fare worse than those for people with a learning disability

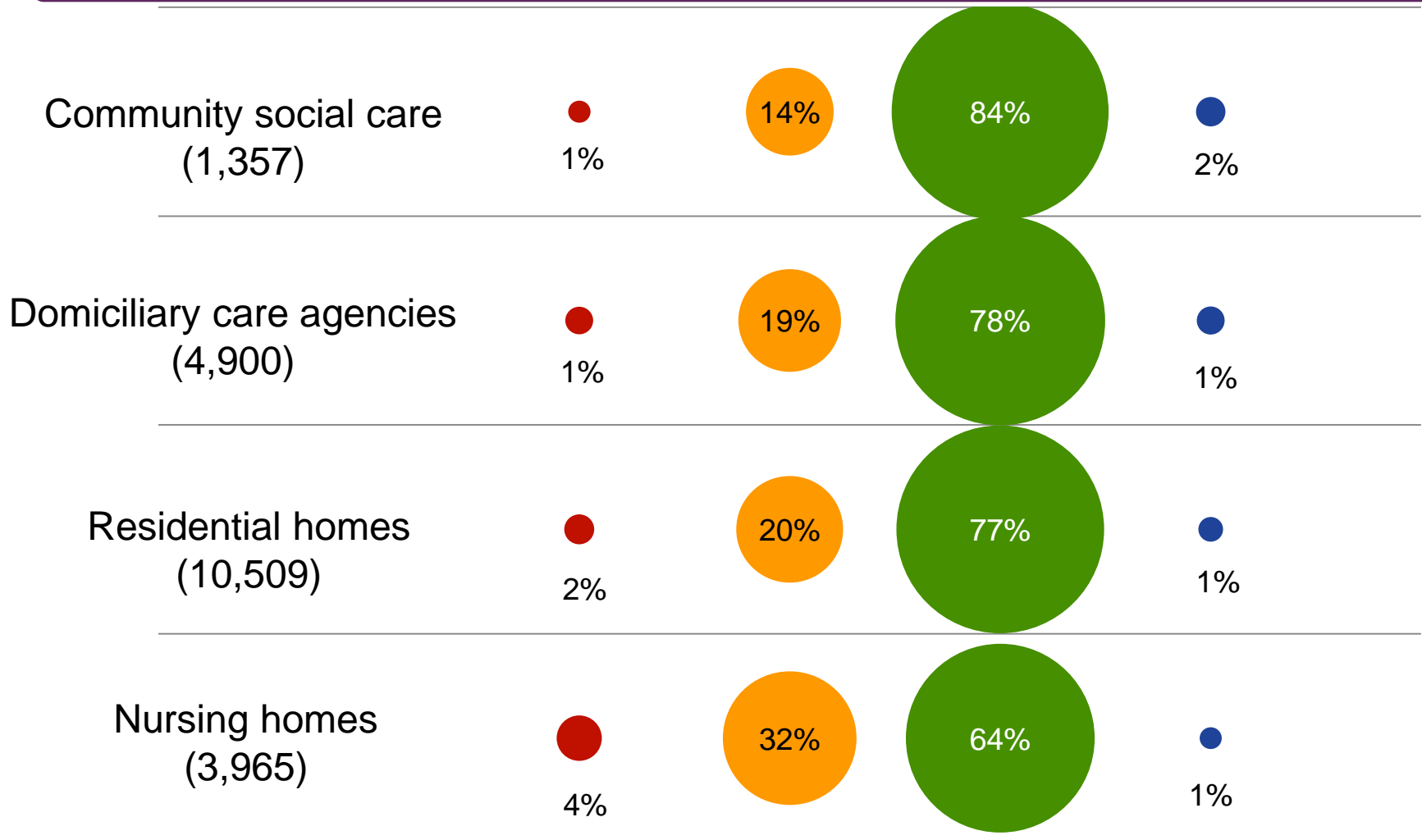
Overall ratings....



...and by key question



...and by service type



...and by size of domiciliary care agency

1 to 50 people
(1,907)

1%


15%


82%


2%


51 to 100 people
(677)

1%


19%


79%


1%


101 to 250 people
(458)

3%


27%


69%


2%


More than 250 people
(157)

3%


29%


66%


2%


Overall
Outstanding



- **People are at the centre** and staff want to them to have a life not just a service
- **Good leadership** extends beyond the manager and values are shared to inspire staff
- **Transparent, open culture** with people who use services, staff, families, carers & partners
- Strong links with local community
- Creative and innovative
- A can do, will do attitude – staff dedication
- Safe care actively promoted
- **Always looking to improve**
- Focus is on **people not the regulator!**

Outstanding home care



Their ethos was “To change the face of ageing and it is with extreme passion and commitment that we are here in your local community doing just that. Just because you are an older person doesn't mean your quality of life should diminish”



"The afternoon tea club which was held at a local hotel was started in 2012 after a Jubilee party held at the Home Instead office. One person, who attended, hadn't stepped out of their house for over a year other than for health appointments."



Home Instead Senior Care,
Wimbledon and Kingston

Outstanding home care

Other comments from relatives included:

“A smashing service, they fine-tuned everything to meet my relative’s needs. My relative was very reluctant to have any kind of support, but now they love the staff and they have a great rapport with them. It’s an excellent service.”

Crescent Homecare
Durham 

“We strive to have a management approach that creates an open, positive and inclusive atmosphere. It is important to listen to staff as they know people’s needs better than anyone.”



Adult Social Care: Headline news!



CQC warns adult social care at 'tipping point' as care homes deteriorate



NHS report says we face social care crisis as number of available nursing home beds has stalled

Eight in 10 NHS hospitals not safe enough, amid warnings that care crisis is reaching a 'tipping point'

The Telegraph

Social Care Is On Brink Of Collapse.

HUFFPOST POLITICS
UNITED KINGDOM

Elderly hit by care staff shortage

THE  TIMES

Social care cuts take English service to tipping point, regulator warns

theguardian
website of the year

State of Care 2016: approaching a tipping point?



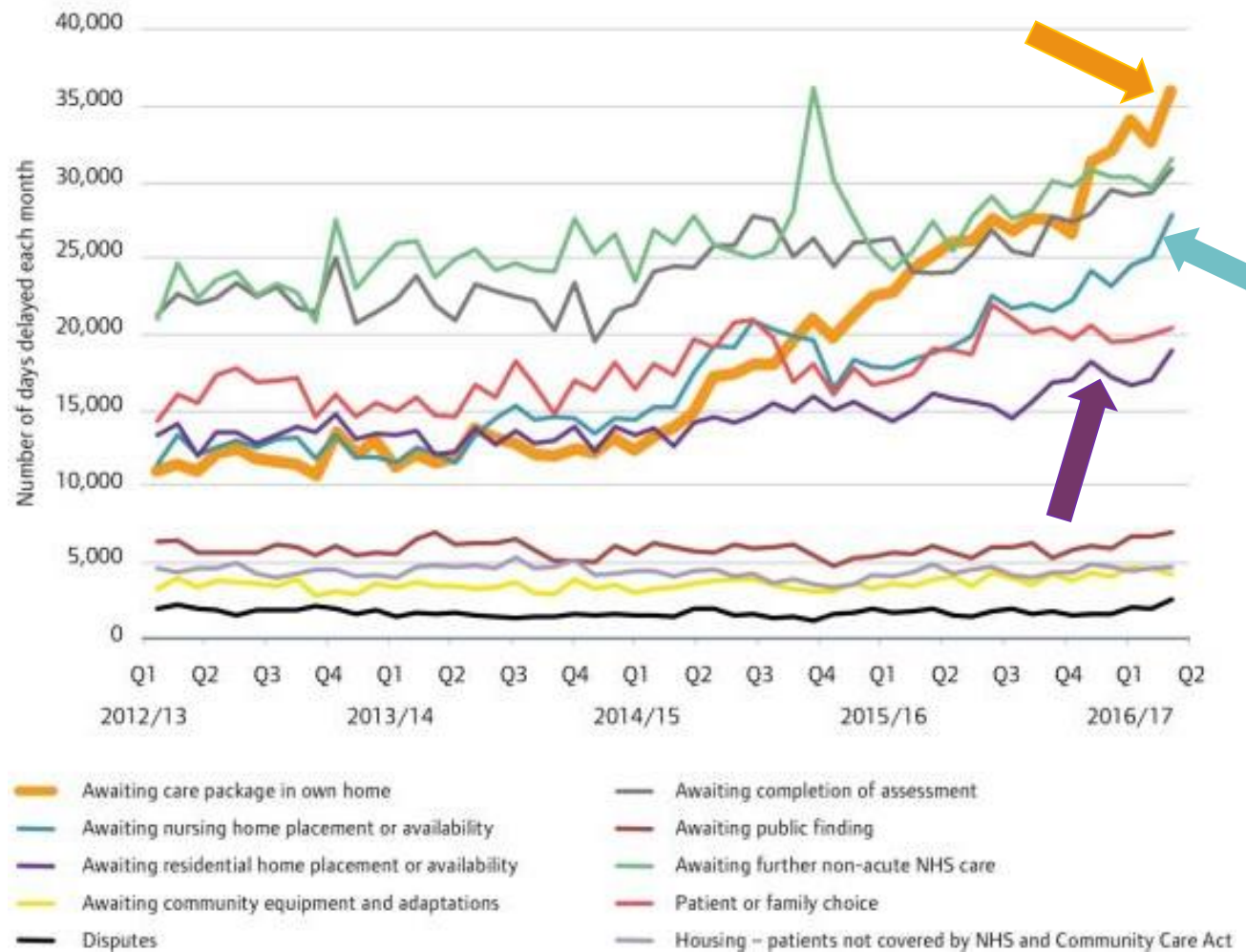
- Age UK estimated in 2015 over a million older people have unmet social care needs, up 800,000 from 2010
- 26% fewer older people receive LA funded care – 81% of councils reduced spending on social care
- Five-year increase in nursing home beds now stalled
- Some providers resigning contracts, councils warn of more
- Recruitment and retention of staff a challenge

State of Care 2016: system failing the Mum Test



Causes of delayed transfers of care
 April 2012 to July 2016

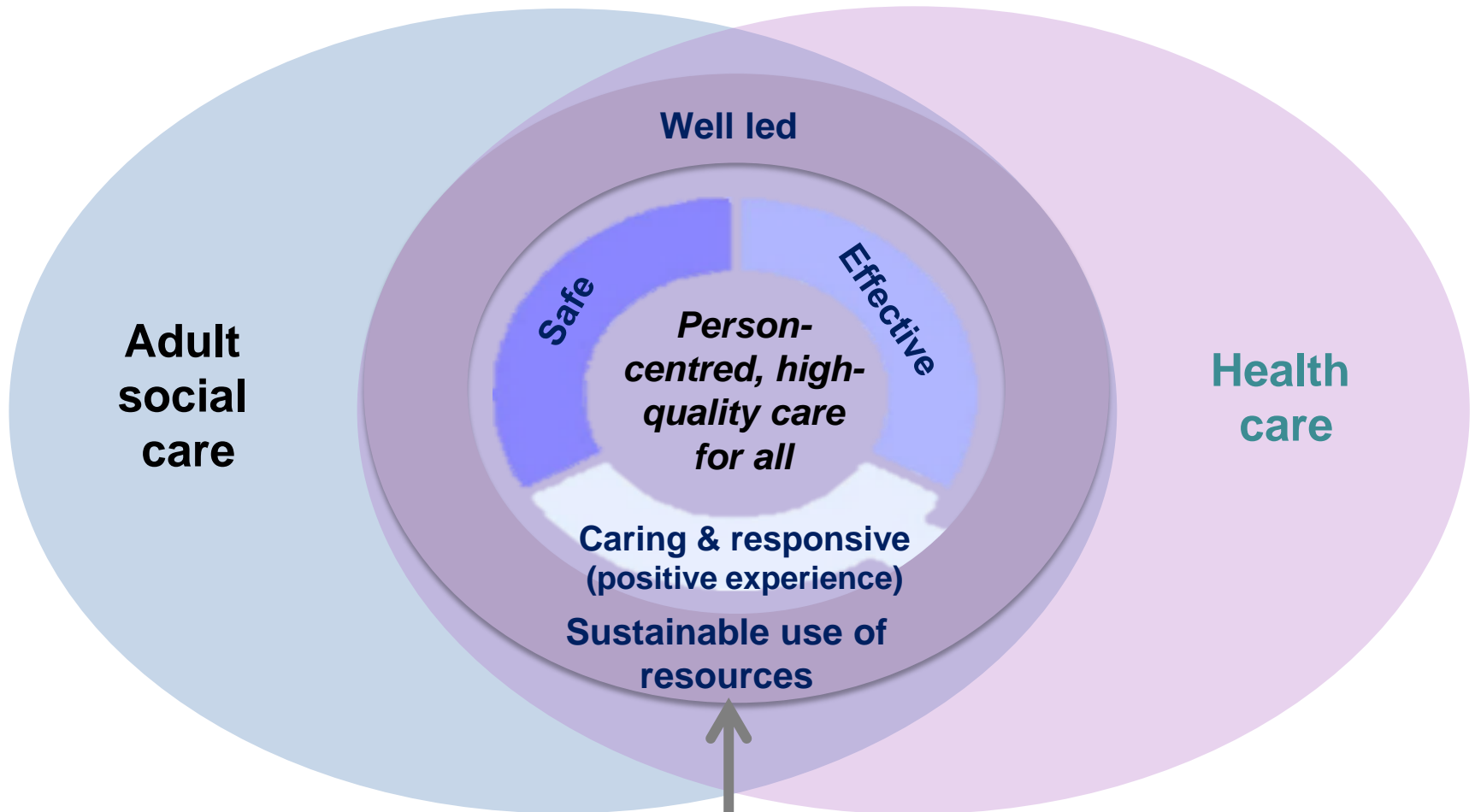
Home care package
 Nursing home
 Residential home



Quality matters: a collective effort



Quality matters: a shared view



A single shared view of quality that works for health and social care and people who are using services, their families and carers

- CQC will:
 - Work across the national system of health and social care
 - Use our independent voice to give leadership and support
 - Encourage improvement, innovation and sustainability in care
 - Improve our effectiveness
 - Promote a single shared view of quality
 - Collaborate on practical initiatives to improve people's experiences



Quality Matters: What can others do?



- Focus on person-centred care in commissioning & service delivery
- Co-ordinate better between health and social care
- Invest in good leadership
- Strengthen improvement infrastructure
- Raise the profile
- Share the responsibility



Thank you



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