



Please tell us what you think about our new plans to check health and care services to improve care for everyone

January 2021



Easy read version of CQC's consultation on its
strategy from 2021



About this booklet



This easy read is written by the Care Quality Commission (CQC).



We check services like hospitals, doctors surgeries and care homes to make sure they are giving good health and social care to people.



In this easy read, we ask you what you think about our plans. There are four main areas that explain the changes we want to make.

1. Talking and listening to people



We will use new ways and make it easier for people to tell us about their experiences of using health and care services in ways that are best for them.



We will make sure we listen to people who find it difficult to do this and people who are more likely to get bad care. This includes people:



- with a learning disability



- who find it difficult to communicate with others



- who are treated unfairly



- who are in danger of being abused.



When we check services, we will also check how well they ask people for their views so they can make improvements.



We will use what people tell us (their 'feedback') when we check services better than we did before.



And we will tell people how we used their feedback to decide how good a service is.



We will make sure that more people know about CQC so that they can tell us about their care and use our information to help them choose services.



We will make our information easier for everybody to understand.



Question 1: Do you support our plans about talking and listening to people?

You can answer each question by putting a tick in the box next to the answer you want.



Fully



Mostly



Partly



Not at all



I do not know

Please use the space below to tell us why you chose this answer.

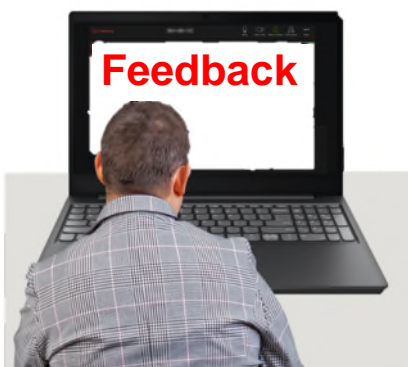
2. Getting better and quicker at checking services and showing what care is like for people



The quality of care in health and care services can change all the time, but we will get better at keeping up with those changes.



We will still visit services to check them, so that we can see how they look after people or if we find out that care is poor.



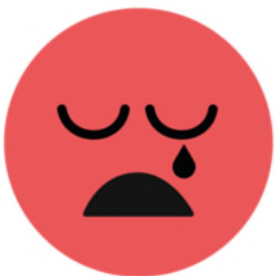
But we will also keep looking at all sorts of information so that our inspectors know how good each service is all the time – not just when they visit.



We will use better technology, like better computer programmes, to improve how we look at information.



We will make it easier for services to work with us so they can spend more time on giving good care and keeping people safe.



We will make our ratings (or scores) for services more up-to-date and improve them.





This will help people know what the care is really like and help them to make choices about their care.



After we have visited a service, we will give information about it to the public that is easier to understand instead of a very long report.



We also want to give people information in ways that they choose.



Question 2: Do you support our plans about getting better and quicker at showing what care is like for people?



Fully



Mostly



Partly



Not at all



I do not know

Please use the space below to tell us why you chose this answer.

3. Keeping people safe



Health and care staff work hard every day to make sure people's care is safe.



But we still see problems with keeping people safe when we check services. We want services to make this the most important area of their work.



We will check that services are strong at keeping people safe. This means:



- all staff know how to keep people safe and to protect their human rights



- all staff know how to talk about a mistake and they do not try to hide problems



- staff can tell the people in charge about their worries and mistakes honestly without getting blamed



- people using services also know how to keep themselves safe and they are involved in their care



- services learn from when things go wrong and improve so that it does not happen again.



We want to make sure that all types of services have help with getting safety right, whether they are a care home, a hospital or a dentist.



We will also improve what we know about safety and learn from other organisations, so that we can see when services are not safe.



We also want to be stronger on safety so we can protect people from harm before it happens.



If we see any possible problems in a service or if people tell us about their worries, we will be quicker to take action to make things improve.



Question 3: Do you support our plans about keeping people safe?



Fully



Mostly



Partly



Not at all



I do not know

Please use the space below to tell us why you chose this answer.

4. Helping services to improve



We want to do a lot more to help health and care services to improve the quality of their care.



This means that people who use services will come to expect services to keep improving.



We will find out the areas of health and care that need extra support to improve and help them to get it.



We cannot do this by ourselves so we will need to work together with other organisations that can help.



We will share examples of how services have improved so that others can learn from them and hold learning events, and publish reports and other guidance.



We will make sure we understand how new technology can help to improve people's care and make sure services use it in the best and safest ways.



Question 4: Do you support our plans about helping services to improve?



Fully



Mostly



Partly



Not at all



I do not know

Please use the space below to tell us why you chose this answer.

Other areas we want to make changes



It is important that health and social care services work together in a local area (like a town) to give good care to people.



These services need to think about what groups of people in the local area need, as well as each person.



This helps people get the same good experience when they move between different types of service (like between a GP surgery and a hospital).



We will check how well health and care services work together in a local area to make sure people have better experiences of care.



Question 5: Do you support our plans to check how well health and care services are working together in a local system?



Strongly support



Support



Do not support



I do not know

Please use the space below to tell us why you chose this answer.



The quality of health and care services is not the same for everybody in the country.



Some groups of people get poorer services than others, or it is difficult for them to find a service (for example, because of their age, or their ethnic background.)



We want everybody to have safer and better-quality care.



We will use all our work to understand why there's such a difference across the country in how people can use services, so we can help to make it equal.



Question 6: Do you support our plans to help make sure everyone can get good services?



Strongly support



Support



Do not support



I do not know

Please use the space below to tell us why you chose this answer.



What to do with your answers



Thank you very much for answering these questions.



Please send us your answers by email or in the post by 4 March 2021.



Email your answers to:

strategydevelopment@cqc.org.uk



Or post your answers to:

Freepost RSLs-ABTH-EUET
Strategy 2021 Consultation
Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4WH



You do not need to put a stamp on the envelope.