



# What has happened since we brought out our ‘Out of sight – who cares?’ report?

March 2022



Easy read version of ‘Out of sight – who cares?’  
Restraint, segregation and seclusion review:  
Progress report (March 2022)’

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# About this booklet



In October 2020, we published a report called ‘Out of sight – who cares?’.



In that report we said what needed to happen to improve support for people with mental ill health, autistic people and people with a learning disability. (This is who we mean by ‘people’ in the rest of this booklet.)



We wrote what needed to happen as 17 ‘recommendations’. These told organisations like the government, NHS England and ourselves at CQC what to do to make services for people better.



This new booklet gives an update on what has happened and whether those recommendations have been achieved.



# Person-centred care?



We think that **recommendation 10 has been partly achieved** because, even though some people are getting better person-centred care, not enough are, especially those in hospital.

To help make sure recommendation 10 can be fully achieved, these things still need to happen:



- All health and care services need to make sure they involve people and their families in their care.



- There should be more advocates (who can speak up for people), so they can be used when people need them.



- Services should listen to people, their families and advocates, and act on their worries and complaints.



We think that **recommendations 1 and 8 have not been achieved** because not enough people are able to have a home of their own with the right support.

To help make sure recommendations 1 and 8 can be achieved, these things still need to happen:



- People should be able to move to ordinary homes on ordinary streets with the right support and only be in hospital when receiving treatment.



- People and their families must help decide their own homes and the support they receive.





# Care and support for people in hospital



We think that **recommendation 5 has not been achieved** because there are still too many people in hospital who do not need to be.

To help make sure recommendation 5 can be achieved, these things still need to happen:



- People should only go into hospital if they need to be treated, and for as short a time as possible.



- As soon as someone arrives in hospital, there should be plans about what support they will need and where they should live when they leave hospital.



We think that **recommendation 16 has not been achieved** because staff are still using ways to control people too much, like physically holding them or separating them from other people.

To help make sure recommendation 16 can be achieved, these things still need to happen:



- Services need to talk to people, their families and advocates to work out why they get distressed, so they can help them without needing to control them.



- New ideas to support people, like 'life planning', need to carry on to see what difference they can make. (Life plans should make life better for people who are kept in hospital on their own for a long time.)



We think that **recommendation 14 has not been achieved** because people are not seeing enough improvement from their 'Care (Education) and Treatment Reviews', or C(E)TRs.



A C(E)TR (or CTR) is a meeting about the care and treatment (and education for children) of someone who is in hospital (or who might need to go to hospital).

To help make sure recommendation 14 can be achieved, these things still need to happen:



- C(E)TRs must be made official so that services have to make the improvements needed from them.



- C(E)TRs should always be done for autistic people who are in hospital (or who might need to go into hospital).



# Support for people when they are not in hospital



We think that **recommendation 3 has not been achieved** because not enough has been done to improve support for people in their communities, where they live.

To help make sure recommendation 3 can be achieved, these things still need to happen.



- There should be more staff with the right skills working in local communities to stop people having to go into hospital.



- People should not wait longer than 13 weeks for an 'autism assessment' to find out if they are autistic.



# Improving people's rights



We think that **recommendation 4 has not been achieved** because not everyone is given the same rights to live the lives they want.

To help make sure recommendation 4 can be achieved, these things still need to happen.

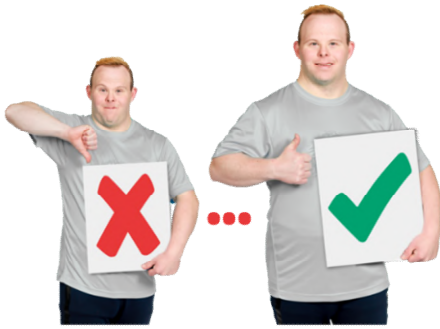


- Services should make sure their staff understand what human rights are, and that people have rights to things like fresh air and visitors.



- Everyone who needs something adapted, like changing a booklet to easy read or changing the lighting for an autistic person, should be supported to meet their needs.





## Other things that still need to happen

There are other recommendations that we think have not yet been achieved or have been partly achieved.



- We think **recommendation 7 has not been achieved**. More needs to be done to make sure staff get the right training so they can support people well.
- We think **recommendation 9 has been partly achieved**. More needs to be done to make sure we know how many people are getting an autism assessment.
- We think **recommendation 2 has not been achieved**. More needs to be done to make the right homes and services so that people can live how they want and where they want.



- We think **recommendation 12 has been partly achieved**. More needs to be done by the staff who organise local services to check when people are being controlled as part of their treatment.



- We think **recommendation 6 has been partly achieved**. Even though CQC has improved how we check services, we need to do more in services for some people, like autistic people and people with mental ill health.



- We think **recommendation 11, 13 and 15 have not been achieved**. More needs to be done to work out how many people are separated from other people in hospital, and how they are checked to see if it needs to continue.



- We think **recommendation 17 has not been achieved**. More needs to be done to make sure we find out when staff use ways to control people, like physically holding them or separating them from other people.



We are asking the government and everyone who supports people to carry on looking at what needs to happen to make sure that people get the right support at the right time.



## Find out more

Look at our website here:

[www.cqc.org.uk](http://www.cqc.org.uk)



If you want to tell us about your care – it can be good or bad, fill out our form here:

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