

# Quality care for people living with dementia: what does good look like?



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*Dementia 2020*  
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# CQC 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 (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?*

# Our ambitions

- Care providers:
  - Help people living with dementia maintain independence for as long as possible
  - Enable people living with dementia to live life to the full
  - Make sure families and carers feel cared for and supported
  - Ensure end of life care is the best it can be
  - See the **person** not the diagnosis



# Our expectations

- Care for people living with dementia should:
  - Be person centred
  - Take account of physical and mental well-being
  - Improve the experience for people moving between services
  - Keep up-to-date with good practice



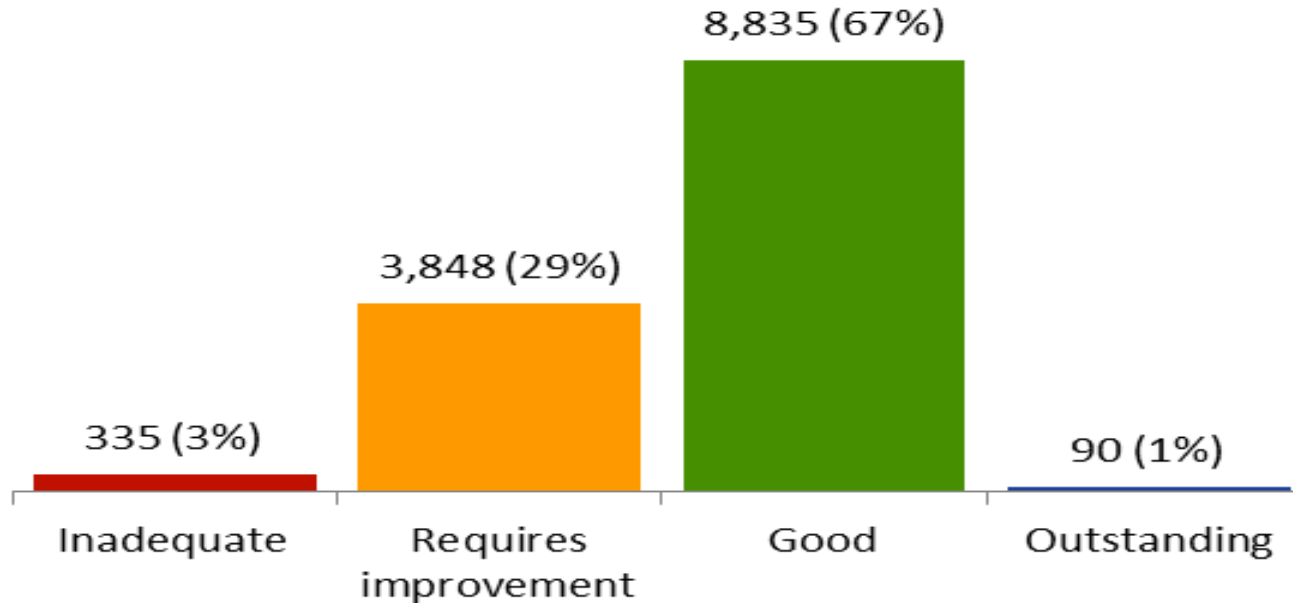
# Cracks in the Pathway: Variation



- We found more good care than poor care BUT...
- The quality of dementia care is variable – not everyone is meeting the standards we expect
- Across more than 90% of care homes and hospitals visited, we found some variable or poor care
- Transitions between services should be improved
- People are likely to experience poor care at some point

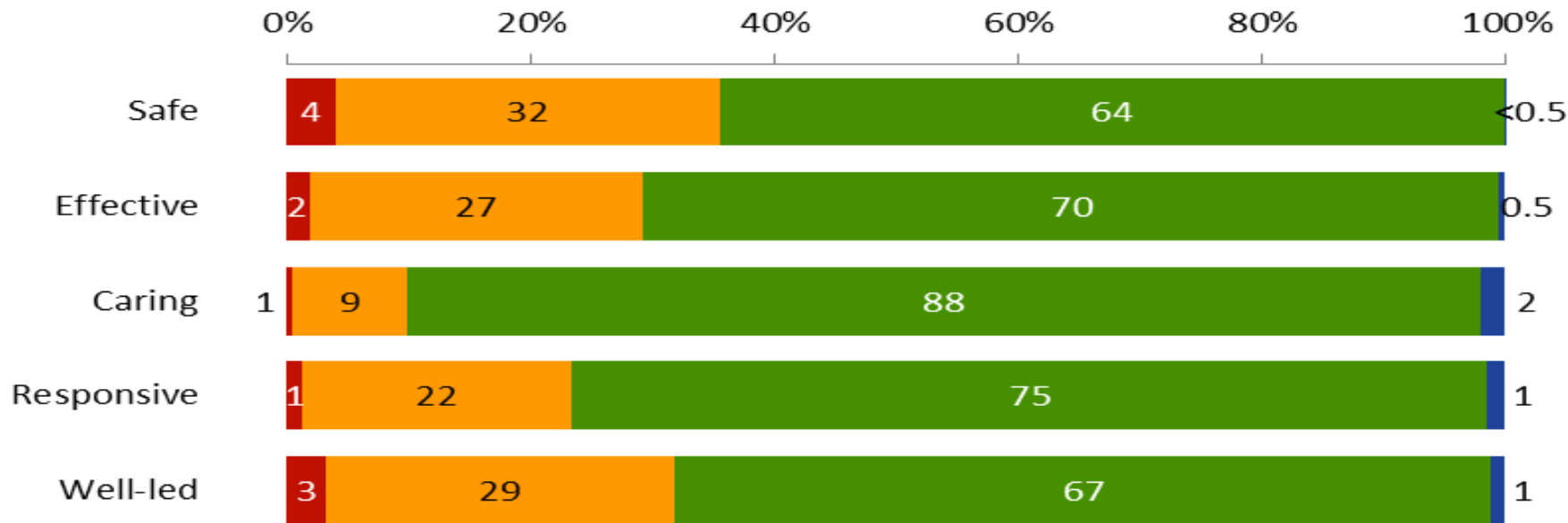
# Current overall ratings

## Overall



# Overall ratings key question

Ratings by key question





# Overall ratings by service type

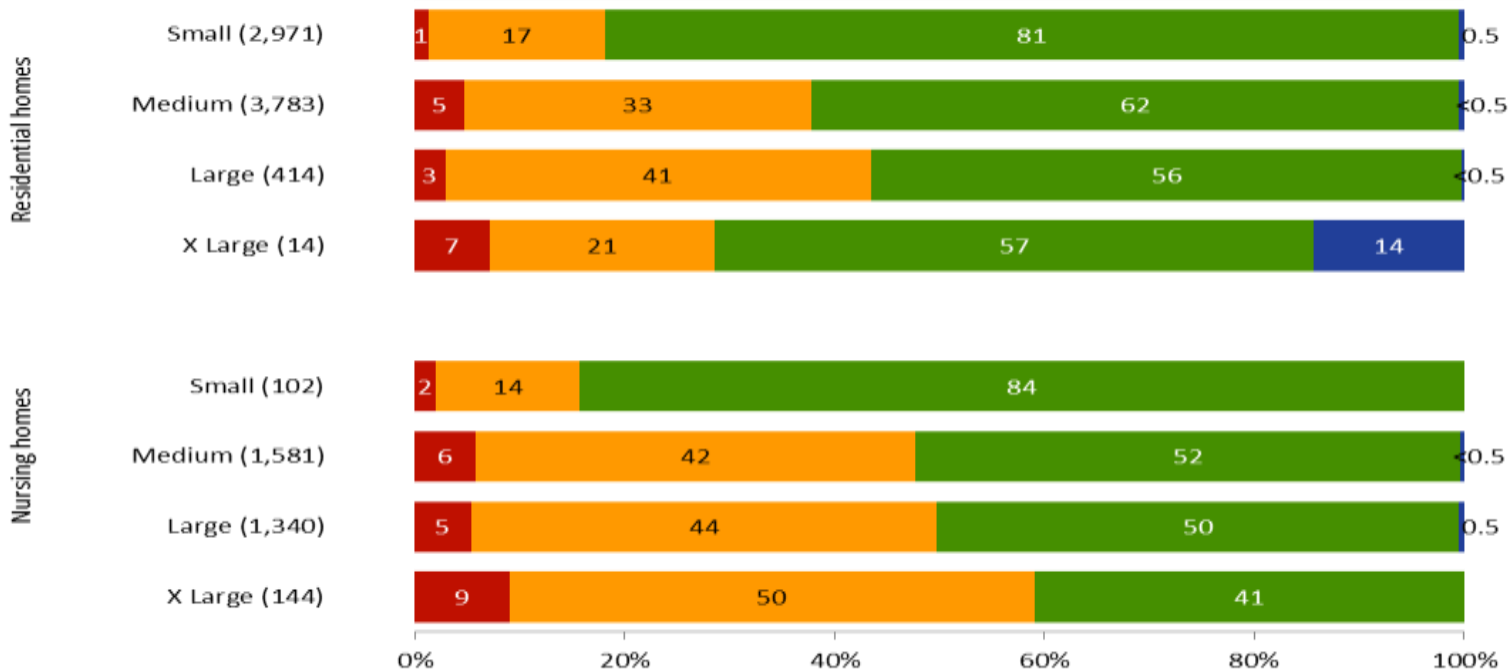
Ratings by type of service



# Overall ratings by size of care home



Ratings by size of care home



# Our vision for quality regulation in 2021



Quality regulation can and does make a real and positive difference – it helps to achieve a health and care system where:

1. People trust and use expert, independent judgements about the quality of care
2. People have confidence that good and poor care will be identified and action taken where necessary so they are protected
3. Organisations that deliver care are encouraged to improve quality
4. Organisations are encouraged to use resources as efficiently as possible to deliver high-quality care

## ***CQC will***

- Register, monitor, inspect and rate, and ask about care for people with dementia
- Publish thematic reports on dementia related topics
- Build partnerships with organisations and people living with dementia
- Support awareness-raising days and reach people through Mumsnet, social and traditional media
- Expand the Experts by Experience programme and continue to use professional expertise
- Continue to develop CQC Insight – our data and information

# Outstanding dementia care at home



- ‘The provider put the person’s needs at the forefront of care planning and decision making’
- ‘People were encouraged and supported to contribute to their own care planning and review, with family members involved’
- ‘Peoples’ hobbies and interests were encouraged, with people supported to pursue their preferred activities as independently as practicable’

## Home Instead Senior Care, Durham



# An outstanding care home

‘People were complimentary about the kindness of the staff and said they were not rushed and were supported to be as independent as they felt able to be’

Valerie Manor, West Sussex



‘There are lots of activities... they celebrate all sorts of events. It helps to keep people in touch with the outside world’

‘There’s a real feeling of devotion and commitment to the residents, their work and the home’

# Thank you



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