

Quality matters to people using services



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Dementia 2020: Implementing the Challenge
13 April 2017

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?

Quality Matters: listen...



RESPECT



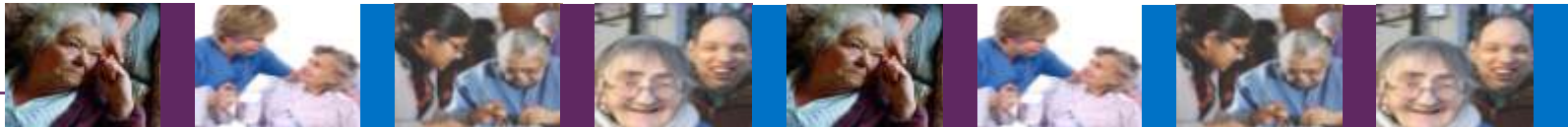
Quality matters: making a difference



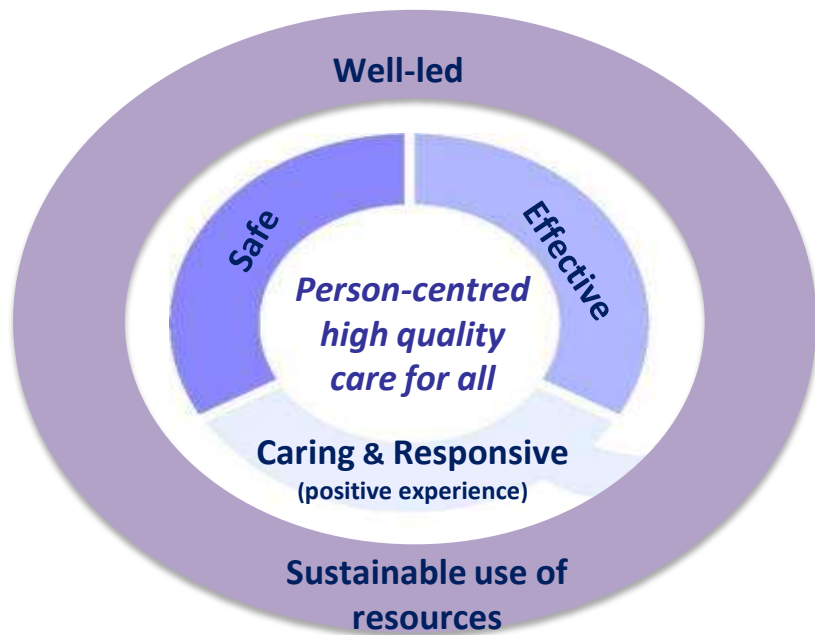
- The public – people who use services, families and carers
- Staff – capable, confident and supported
- Providers – culture, organisation, expectations
- Commissioners and funders – expectations of quality
- Regulators – monitor, inspect, rate, take action, celebrate

Quality Matters: ambition

- Champion the importance of **high-quality care and support**
- Have a **shared understanding of what good quality care is** and what needs to be done to improve it
- Agree shared priorities for quality improvement and a shared commitment to **taking collective action** to address them
- Foster **stronger and more effective partnerships**
- Collective action that creates the conditions for improvement
- See an **improvement in quality** that makes a real difference to the lives of people using adult social care



Quality Matters: a shared view of quality for health and social care



Quality Matters: learn from the best

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 and 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!**



Thank you



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