

# The State of Care – and how to improve it!



Alison Murray

*Dementia 2020 – road map to delivery*

*30 April 2019*

# Our purpose and role



- We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



- Register
  - Monitor and inspect
  - Use legal powers
  - Speak independently
  - Encourage improvement
- 
- People have a right to expect safe, good care from their health and social care services

# State of Care: what have we found?

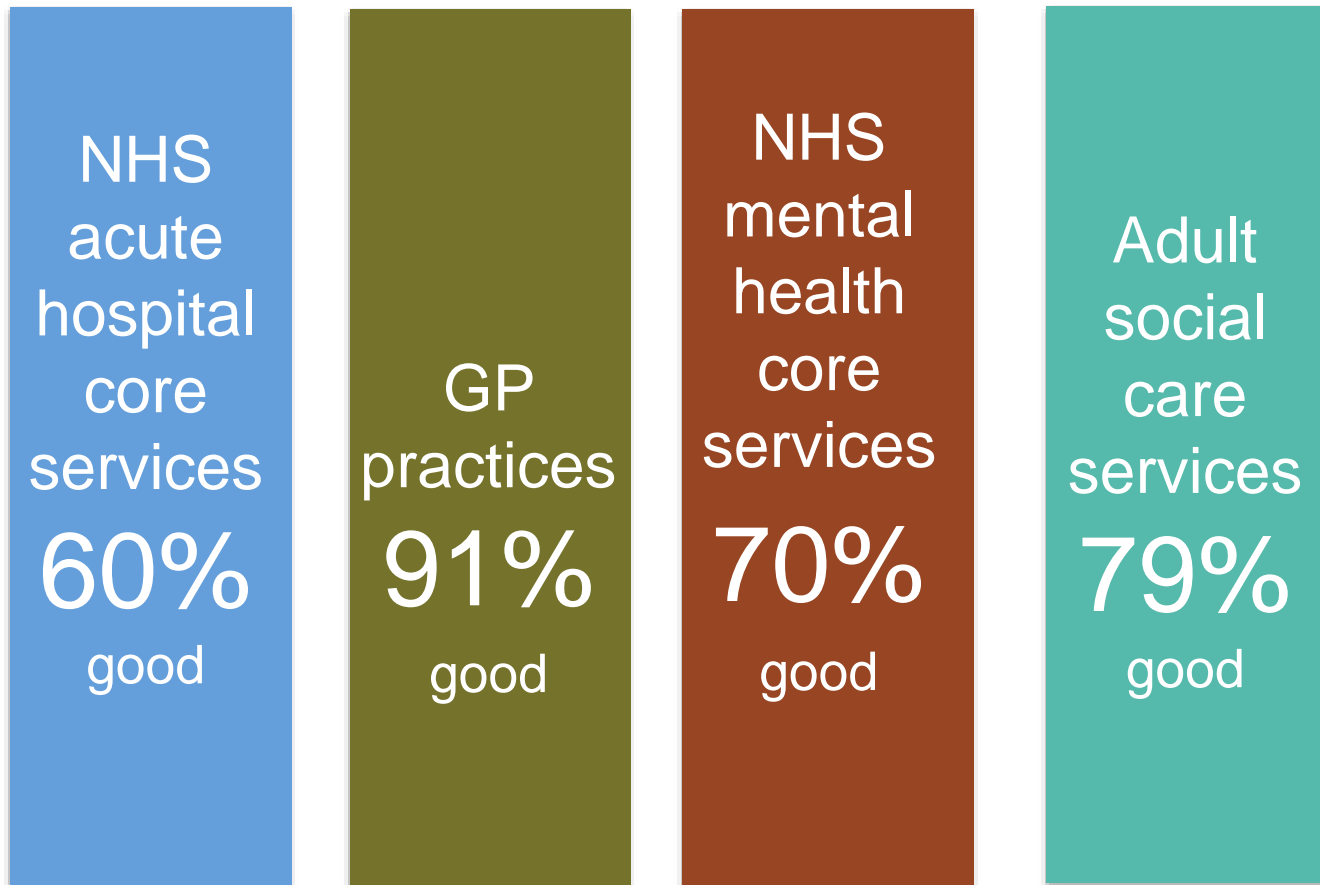
- Access to good care is increasingly dependent on **where people live** and how well **local systems work together**
- It's an **'integration lottery'**
- Ineffective co-ordination of services has led to **fragmented care** in some areas
- Current funding mechanisms for health and care services have led to a focus on **individual organisations performance** rather than **joined-up care**
- We can only change the way services work together, by changing the way services are funded



# The quality of care across England is mostly good...



...despite the challenges of workforce, demand and funding



# Adult social care: stats and facts



## Diverse needs

- Older people and people living with dementia, long term physical conditions, mental health needs, physical and learning disabilities

## Significant Sector

- **£20 billion** contribution to economy
- **1.4 million** staff
- Public, private and voluntary providers

## Residential Care

- **16,000** locations caring for **c.460,000** people in care homes, nursing homes and specialist colleges

## Community Care

- **8,500** community services providing personal care for **500,000+** people at home or Shared Lives schemes, supported living and extra care housing



The 'tipping point' has already been reached for some



Quality

79% rated as good

Fewer eligible for publicly funded services

12% real-term cut in financial thresholds since 2010/11



## Adult social care remains fragile

Nursing home bed numbers mixed

44% rise in one local authority

58% reduction in another local authority

Unmet need is increasing

1 in 7 older people

Home care agencies handing back contracts

44 councils in 2017/18



1.4 million

# Getting these right = good sustainable care



## 5 key factors that affect people's overall experience of care

### Quality of care for people



### Access to care and support



### Capacity to meet demand



### Workforce to deliver care

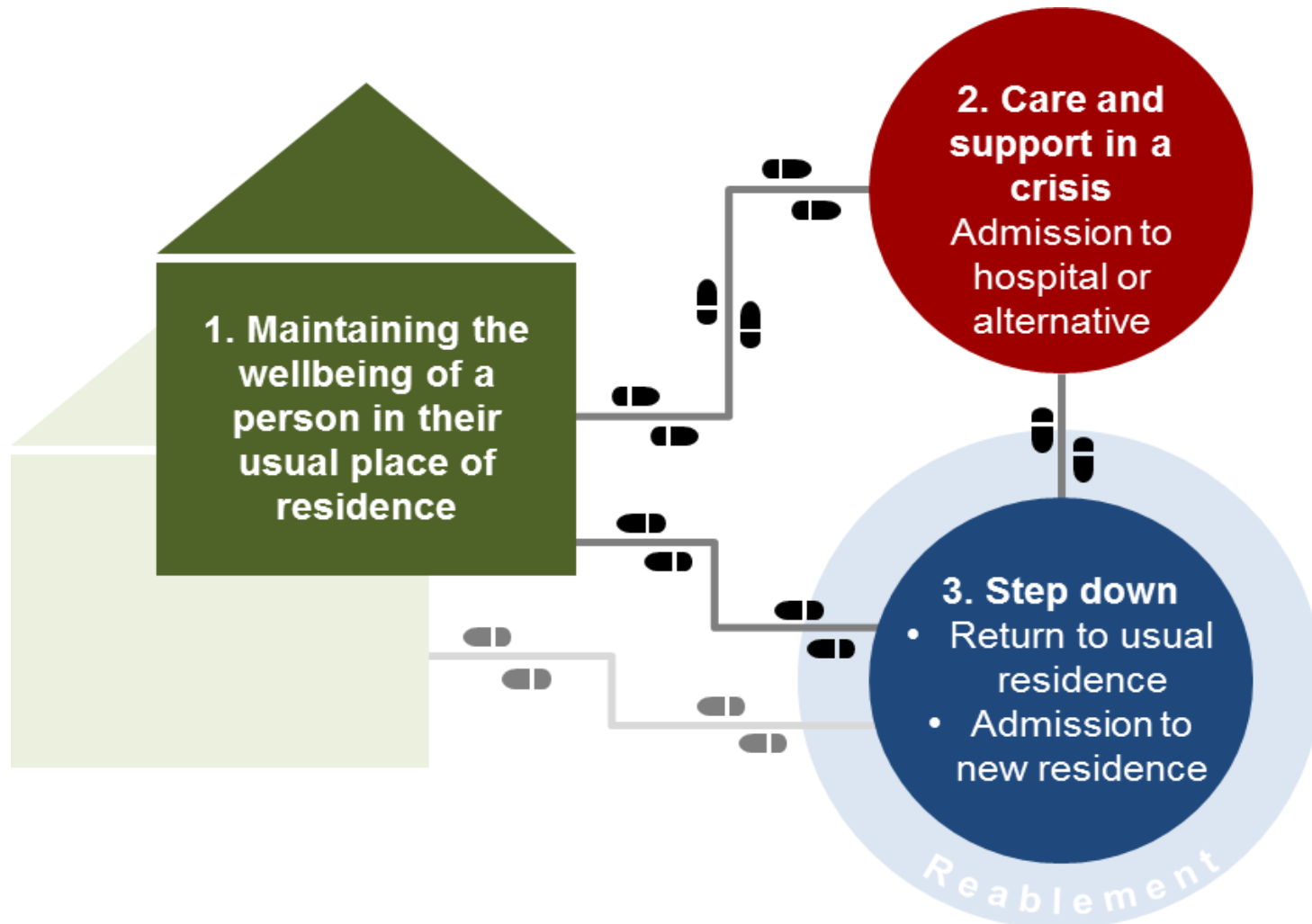


### Funding and commissioning



STATE OF CARE

# Local System Reviews: what did we look for?





# Beyond Barriers: What did we find?

- A system designed in 1948 can no longer effectively meet 2018 needs
- Living longer – but with more complex health problems
- Increasingly, our care must be delivered by more than one person or organisation
- In 2018, we expect care to be personalised to people's individual circumstances
- A fragmented health and care system designed in 1948 can not meet the needs of today's population or operating environment
- We must remove the barriers to collaboration at a local and national level and create an environment that drives people and organisations to work together



# Driving improvement across health and social care

- Report series features providers that have increased their quality rating considerably
- Similar themes for all reports
- *What themes stand out?*
  - Leadership
  - Culture
  - Person centred care
  - Staffing & support
  - Outward looking
- Happy staff means better care



- Involving staff, people who use services and their families, giving them a voice
- Shaping the culture of the organisation
- Staff feeling valued and given a voice
- Develop good teams to be even better, valuing training and development
- Empowering staff to ‘steer the ship’

***“There’s a saying that to be a good leader you’ve got to have good followers. No. To be a leader you’ve got to breed more leaders.”***

Jamie Stubbs, Senior General Manager  
Ottley House Nursing Home

# Ensuring people are at the heart of what we do



- Comprehensive care plans truly reflecting what the person wants and needs
- Appreciating their life story
- Processes to support access to and ease of updating, care plans
- Using care plan as a tool to assess environment
- Learning from things that do not suit the person, adapting and changing
- Incorporating activities!



- Great consistency of staffing makes a massive difference
- Limited or structured use of agency staff
- Empowered staff willing to speak out and suggest changes
- No blame culture, learning culture
- Taking people on the improvement journey
- Regular supervision and training
- Robust recruitment and induction process, management providing bespoke training

*“Having the same staff means that they know the little things that make a difference to Jean, like making sure she has a tissue in her sleeve, or seeing if she’d like to spray some of her favourite perfume”*

David Eadie, wife uses the service

# Working with partners fosters an improvement culture



- Being honest and asking for support
- Commissioners being part of the improvement journey
- Building a relationship with your CQC inspector
- Working with other healthcare professionals in your local community
- Sharing good practice corporately or wider social care community



- A commitment to being part of the wider community
- Making your home a hub of activity and energy
- Bringing the community into your home
  - Local groups
  - Working with schools
  - Taking people out into the community to shop or have breakfast



# What does this mean for the adult social care system?





# Quality matters - a joint commitment to improve adult social care



- Agreed priorities to improve quality
- No single person or organisation can improve the quality of adult social care on their own
- Everyone who uses, provides, commissions, oversees or supports care and support services must play their part
- Avoid duplication – a common approach to information

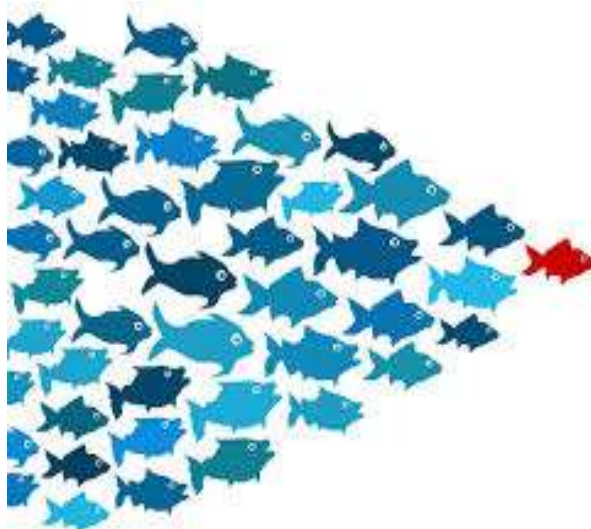


Our single shared view of quality

Quality matters

## > Stand up for adult social care

- > Celebrate the good
- > Challenge the bad



- > Be positive and honest
- > Work together

> And...always remember why we do this

Remember why we do this.....



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# Thank you



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