Care Quality Commission

Example: how we reach a rating

To assess quality against a particular quality statement, operational colleagues will look at the relevant evidence categories. In this example, we are just looking at the 'infection prevention and control' quality statement.

Infection prevention and control: "We assess and manage the risk of infection. We detect and control the risk of it spreading and share any concerns with appropriate agencies promptly."

For this service, the key evidence categories for this quality statement are:

- People's experiences

- Feedback from staff and leaders

- Observation

- Processes

We would look at individual pieces of evidence under each evidence category.

For example, in the 'people's experience' evidence category, we may look at:

- patient surveys

- complaints and compliments

To gather evidence in the 'feedback from staff and leaders' and 'observation' categories, we might schedule:

- an inspection to look at the care environment

- a call to speak with staff at the service.

To gather evidence in the 'processes' category, we might ask the service to share:

- infection control-related induction and training arrangements

- cleaning, hygiene, and infection control policies and records

We consider all this evidence to produce a balanced judgement. Based on that judgement, we apply the appropriate score to the quality statement.

How we use quality statement scores to give a key question rating

We will use our published evidence categories to guide what we look at during assessments. This is then used to create individual quality statement scores.

We then use this quality statement score to give us an updated view of quality at key question level. In this example, it is for the safe key question:

Example: combining quality statement scores to give a rating for the safe key question

Quality statement	Score	Existing or updated score
Learning culture	2	existing

Quality statement	Score	Existing or updated score
Safe systems, pathways and transitions	3	existing
Safeguarding	3	existing
Involving people to manage risks	2	existing
Safe environments	3	existing
Infection prevention and control	3	updated
Safe and effective staffing	2	existing
Medicines optimisation	3	existing
Total score for the safe key question	**21**	

To calculate a percentage score, we divide the total (in this case 21) by the maximum possible score. For the safe key question, this is 8 quality statements multiplied by the highest score for each statement, which is 4. So the maximum score is 32. Here, it gives a percentage score for the key question of 65.6% (this is 21 divided by 32).

At key question level we translate this percentage into a rating rather than a score, using these thresholds:

- 25 to 38% = inadequate
- 39 to 62% = requires improvement
- 63 to 87% = good
- over 87% = outstanding

Therefore, the rating for the safe key question in this case is good.