

ENGLAND



How good adult social care has been in England over the last three years

Easy read version of the report called:

‘The state of adult social care services 2014–2017:

Findings from CQC’s initial programme of comprehensive inspections in adult social care’ (June 2017)



This report is written by the Care Quality Commission (CQC).

We check services like care homes, care in people's homes, hospitals, and doctors' surgeries to make sure they are giving good health and social care to people.

We check every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About the report



In 2014, we started a new way of checking services.



- We gave ratings to services to help people understand the level of care and to help them choose care.



- We pointed out the good things services are doing.



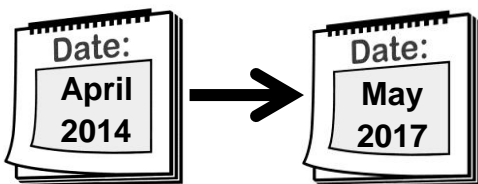
- We told services how to improve.



- We used the law and our rules to make services take charge if they were not giving good care.
- We asked people what happened to them when they used services. This includes older people with health needs and dementia, people with mental health issues, younger people with disabilities, and people with a learning disability.



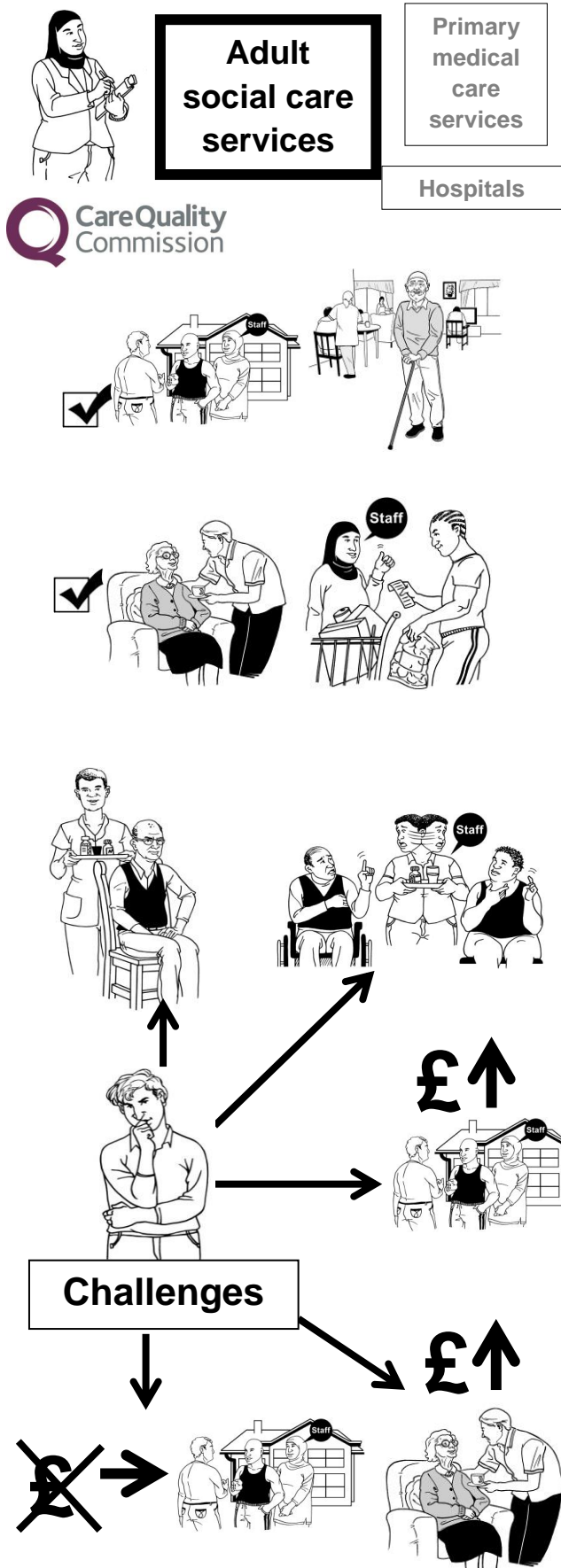
It is important for services to know the needs of each person and that people can make decisions about their care. This is called **person-centred care**.



This report looks at what adult social care services were like between April 2014 and May 2017. It looks at our findings from over 33,000 checks we did on services during that time.



Background to adult social care



Adult social care is the largest group of care services that CQC checks.

These include:

- services that care for people in care homes and nursing homes
- community care services, like caring for people in their homes, extra care housing, Shared Lives schemes and supported living services.

There are many challenges that services are facing:

- older people (aged 85 or over) with growing needs
- problems in having enough staff to care for people
- rising costs of services
- not enough funding for services
- higher costs for people who pay for their own care

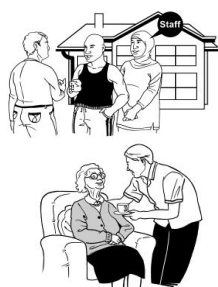


It is important for CQC to make sure people still have good care. People using services, their families and carers are at the heart of everything we do.

What we found out about adult care services



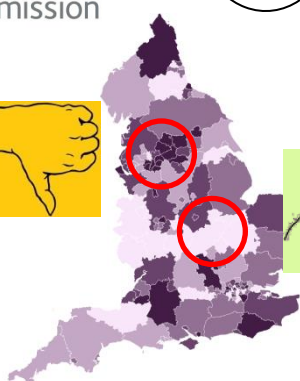
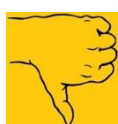
Almost
80%



Nearly
20%

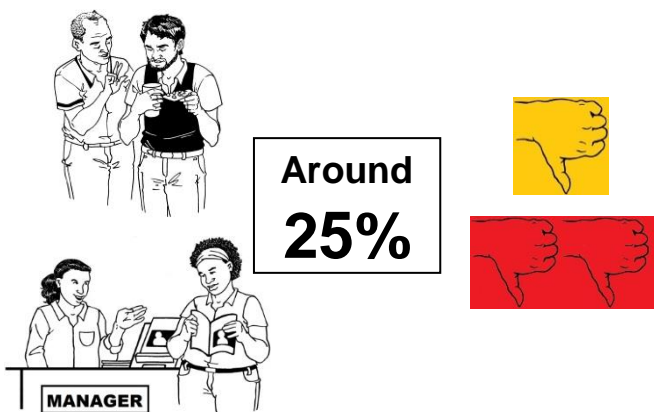


2%



The overall ratings show that:

- almost 4 out of 5 (80%) services were good or outstanding overall.
- nearly 1 out of 5 (20%) of services were 'requires improvement'.
- we are worried about the 343 services (2%) that were still inadequate.
- some parts of the country have more good care than others.
- people find our inspection reports useful for making choices about their care and the service they want.

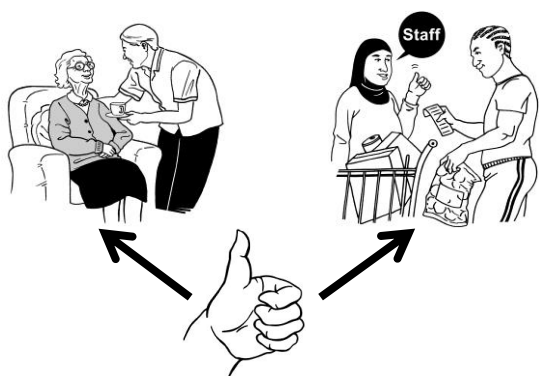


The ratings for the five key questions we asked all services show that:

- safe and well-led have the worst results as around a quarter of services were rated requires improvement or inadequate.
- 9 out of 10 services were rated good or outstanding for caring.

The ratings for the type of service show that:

- community social care services, like supported living and Shared Lives, were rated the best overall.
- our biggest worry is nursing homes.





The ratings for the size of service show that:

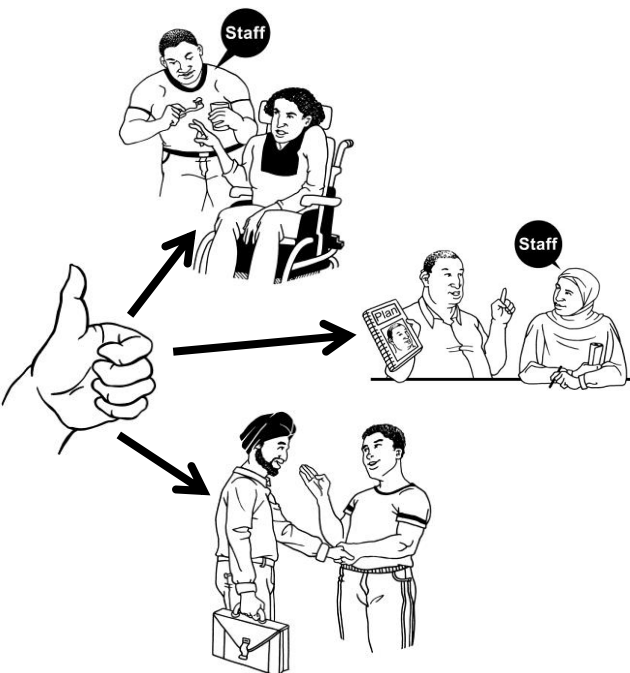
- smaller services that care for fewer people are more likely to have a better rating than larger services.

The results for learning disability services show that:

- they have around half of the inadequate or requires improvement overall ratings than other services.
- they scored very well for the caring and responsive key questions, which shows that services meet people's needs, people can make decisions about their care and staff treat people with kindness, dignity and respect.



Around **50%** overall ratings



What adult care services can learn from our findings



All services can learn from other services that give good care.



Strong managers are important for services in giving good levels of care. They are able to talk to all staff and they are honest about what is happening and what they can do.



Good staff will have had training, are caring, want to do their jobs well so the people they care for live a happy life.



Services that give person-centred care will give good care and always find ways to improve. Staff really get to know people for who they are and know what they like and dislike.

What we do about poor care



When we find poor care, we take action to make sure services and managers deal with their problems and put things right for people using services, their families and carers.



Adult social care services say that they make sure that they meet the rules for giving good care because we take action by using the law to tell services to improve.



Poor care can affect people using services, like the number of staff on duty and when giving medicine.



The areas where we have taken action by using the law are when the service isn't managed well, when the care and treatment isn't safe, problems with staff and where there is no person-centred care.

Improvements in adult social care services

Adult social care services say that our checks help them to improve.

4 out of 5 services that were rated as inadequate have improved their rating after we checked them again.

Only around half of services that were rated as requires improvement have improved their rating after we checked them again.

Managers who make good changes and are supported by the service can help a poor service make a lot of improvements in giving good care.



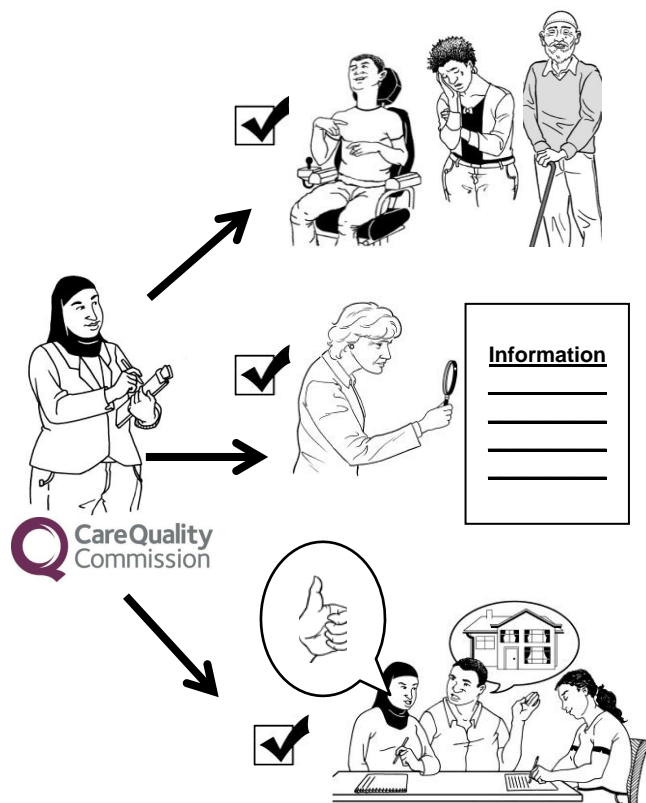
Over
80%



Around
50%



The next steps in checking adult social care services

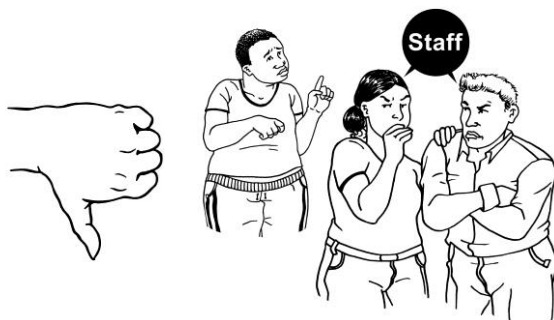


Improving how we work:

- Looking at our findings from the last three years, we can take what we have learned to make our checks better.
- We will make the way we check services more helpful for people who use the services, look more closely at the information we find, and work with other groups so that more people can get good care.

Improving services:

- This report shows that some services do give good levels of care, and all services can use the examples here and on our website to aim to be excellent.



- But the differences in levels of care between services show that people still get poor care and some services find it difficult to make improvements.

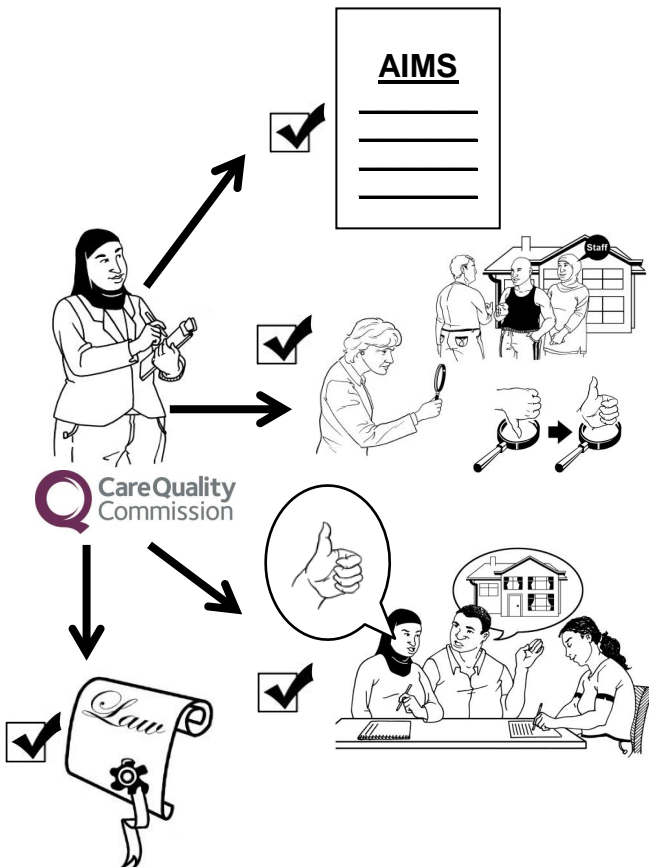


- We worked with people who work in adult social care services, people using services, their families and carers on a report called **Quality Matters**. The report tells us that everyone plays a part in giving good person-centred care.





- We want more services to improve so that more people get good care.



We will make sure people are at the heart of everything we do by giving clear aims, checking services, telling services how they can improve, sharing good ways of caring for people, and taking action if services don't improve.



There are many things that adult social care services can be proud of, but there is still much more for us all to do to make sure that we would be happy for a family member to use the services.

People we would like to thank



CQC would like to thank the groups of people who have helped us write this report:



Ruth Iveson
Jennifer Pearl
Julie Thorpe

- Ruth Iveson, Jennifer Pearl and Julie Thorpe, who are all Experts by Experience.

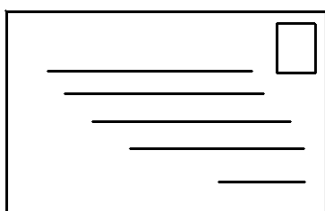


- Services, managers, staff and people who use services that have given us feedback and examples in this report.



- CQC inspection staff who have worked hard to complete their checks on services.

How to contact CQC



If you would like this report in another format or language, or you would like to tell us something, you can contact us:

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