

Learning from Whorlton Hall – second report: 15 December 2020

Easy read version of the key points of Glynis Murphy's second report for the independent review following Whorlton Hall



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What's this about?



This easy read tells you what a report says about how CQC has worked in the past in a way that needs improving and how it should work in the future.



This is a second report. The first report in May 2020 said how CQC had to improve.



This easy read tells you what Professor Glynis Murphy thinks CQC has done so far to improve and what else CQC should do. She is the person who led the report.



What CQC have done



The second report says that CQC have **worked hard** to improve how it works after the first report in May 2020.



The second report also says that there is **more work** that CQC needs do to from the first report to improve things.



For example, increasing the amount of inspections that take place at **evening and weekends** more. And also increasing the amount of in depth interviews with families and carers more.



What else CQC needs to do



The second report says CQC should do some more new things – like inspectors should test **new ways of finding out** what life is really like for people in some services.



The second report also says that CQC should make guidance about when **extra checks**, like the use of cameras and other recordings, should be used as part of inspection.



What does this mean for CQC?



CQC will do more work so it can hear from people who use services and take action from what they say. CQC will **spend more time at services** with people.



CQC will **use what we have learned** to continue to support people with a learning disability and autistic people to live better lives.



Find out more



See the full version of our report on our website at:

www.cqc.org.uk



If you want to give feedback on your care – it can be good or bad – fill out our form at:

www.cqc.org.uk/givefeedback



Or you can call us on:

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