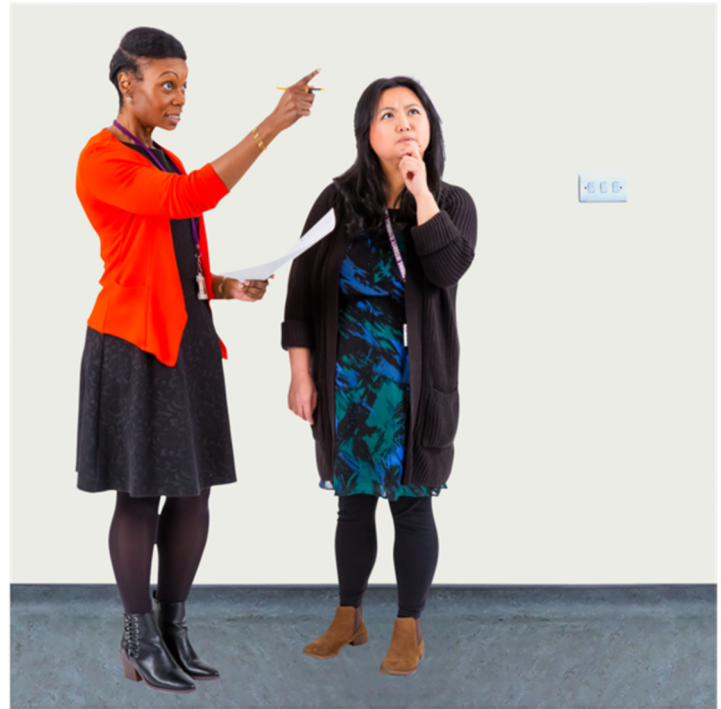


What CQC is checking at all health and social care services



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Easy read version of CQC's 'Single assessment framework' guidance

What is changing?



CQC has made some changes to the way it checks local health and social care services (like hospitals and care homes).



We are still using a 'rating' or score to say whether services are:



- **'Outstanding'**, which means very good



- **Good**



- **‘Requires improvement’**, which means it needs to get better



- **‘Inadequate’**, which means very poor



And we are still checking services against 5 key (or main) questions:



- **‘Are services safe?’**



- ‘Are services effective?’, which means do services do their job well?



- ‘Are services caring?’, which means do services support and respect people?



- ‘Are services responsive?’, which means do services meet people’s needs?



- ‘Are services well-led?’, which means do managers run services well?



Under each key question, we will now also check services against ‘**I statements**’ and ‘**quality statements**’.



The ‘I statements’ say what things are important to people about the care and support they get from services, and what people should expect from them.



The ‘quality statements’ say what services should be doing to give good care and support to people.



The rest of this easy read report says the things that are important to people (I statements) and what services should be doing (quality statements) for each key question.

Are services safe?

The things that are important to people are that they:



- Feel safe and are helped to understand and look after any problems with their health and care.
- Know what to do and who to contact when they realise that things might be going wrong, or that their health might be getting worse.
- Have a plan for what happens next and who will do what when they move between different health and care services.
- Are involved in decisions about any changes to their treatment and medicines.



- Are supported by kind people who have the skills to support them well.

Services and other organisations working in health and social care should:



- Listen to people and to their staff when they are worried or when things like accidents happen, so that services can learn from them and make improvements.



- Work with each other and people using services to make sure people get good care and support when they move between different services.



- Work with people to understand what being safe means to them to improve their lives, while protecting them from danger, including bullying and abuse.



- Make sure care meets people's needs in a way that is safe, while helping them do the things that are important to them.



- Make sure that their buildings and equipment are kept clean and help keep people safe.



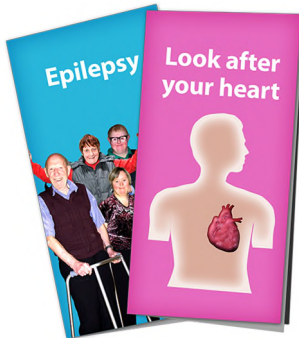
- Make sure there are enough staff with the right skills to meet people's needs.



- Make sure medicines and treatments are safe and that people are involved in planning them.

Are services effective?

The things that are important to people are that they:



- Can get information about their support and about improving their health – both physically and mentally.



- Are supported by services that work well with them and work well together.



- Are supported by services that see them as their own person, and help them to live as they want to.

Services and other organisations working in health and social care should:



- Ask people how they want to be talked or communicated with.



- Make sure people's care and treatment follows all the most recent laws and good practice.



- Make sure people only need to tell staff about their health and care once because staff in different services communicate well each other.



- Support people to look after their own health by giving them choice and control.



- Keep checking people's care and treatment so that it can improve their health and support.



- Make sure people understand their rights about agreeing to care and treatment and are asked about it.

Are services caring?

The things that are important to people are that they:



- Are treated with respect and dignity.



- Are supported to look after their own health.



- Are in control of planning their care and support, and they can get help if needed from people who know and care about them.



- Can keep in touch and meet up with people who are important to them, like family, friends and people who share their background and interests.

Services and other organisations working in health and social care should:



- Make sure people are treated with kindness and have their privacy respected.



- Make sure staff know what people like and what they need, so that they can be treated personally.



- Make sure people know their rights and can choose and control their own care and treatment.



- Listen to people's needs and wishes and deal with them quickly.



- Care about how well staff are and how they are feeling, so they can look after people better.

Are services responsive?

The things that are important to people are that they:



- Are supported to plan for important changes in their lives.



- Know how to get their health and care records and decide which personal information can be shared with other people, including their family, care staff, school or college.



- Can get information that is true, up to date and given to them in a way they can understand.



- Are supported to give feedback about their care, and they know how their feedback was acted on.

Services and other organisations working in health and social care should:



- Make sure people are included in choices and decisions about their own care and treatment at the start and when their needs change.



- Understand the different health and care needs of people in their local area.



- Give the right information to people in ways that meet their personal needs.



- Make it easy for people to give feedback or make a complaint about their treatment and support and tell them what has changed because of it.



- Make sure that everyone can get the care, support and treatment they need when they need it.



- Look and listen for information about people who are most likely to have worse experiences of health and care and make changes to improve this.



- Support people to plan for important stages of their lives, including at the end of their life.

Are services well-led?

Services and other organisations working in health and social care should:



- Have a clear plan of what they want their services to aim for, which all staff understand.



- Have managers who have good skills to manage the staff and the service.



- Listen to their staff and make sure staff feel comfortable when giving feedback or making a complaint about their service.



- Make sure that staff from different backgrounds feel welcome and are treated equally.



- Have systems to make sure that services are run well and that people are kept safe.



- Know how important it is to work with other services and also with their local community.



- Are always looking for ways to make improvements by learning from each other, from people who use services, and from other experts.



- Work out if anything they do damages or pollutes our planet, and then make improvements.