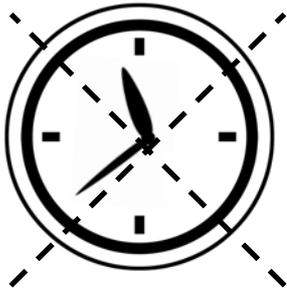
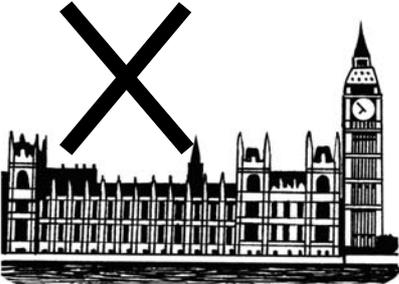


News briefing

	<p>The information in this paper cannot be shared until 00.01 on Thursday 8 December.</p>
	<p>Care Quality Commission has put out its findings from its first checks of services for people with learning disabilities.</p>
	<p>About the Care Quality Commission (CQC)</p>
	<ul style="list-style-type: none"> • We check all health and adult social care services in England.

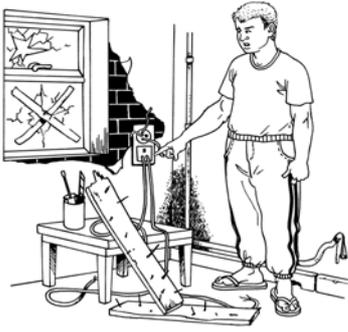
Original Document title:

Press release EMBARGOED UNTIL 00.01 THURSDAY 8 December 1
 CQC publishes first reports from its review of services for people with learning disabilities

	<ul style="list-style-type: none"> • This includes services run by: <ul style="list-style-type: none"> ▪ the NHS ▪ local councils ▪ private organisations ▪ voluntary organisations.
	<ul style="list-style-type: none"> • We also look after the rights of people who need extra support to stay safe. <p>This includes people who are kept in care under a law called the Mental Health Act.</p>
	<ul style="list-style-type: none"> • We are independent – this means we are not part of the Government.
	<ul style="list-style-type: none"> • We check services all over England to make sure they meet the rules for good, safe care.

Original Document title:

Press release EMBARGOED UNTIL 00.01 THURSDAY 8 December 2
CQC publishes first reports from its review of services for people with learning disabilities



- It is our job to make care services better and get rid of unsafe or bad ways of working.



- We put the views and experiences of people who use services at the centre of our work.



About this news briefing



- **CQC** has put out its findings from the first 5 checks it has done of 150 hospitals and care homes that look after people with learning disabilities.

Original Document title:

Press release EMBARGOED UNTIL 00.01 THURSDAY 8 December 3
CQC publishes first reports from its review of services for people with learning disabilities



- These checks have been done to make sure people have safe care, treatment and support. They are also checking people are not abused.



- The checks were of hospitals that provide **assessment services** (where a service checks and decides if and what care a person needs).



What we found



- People who lead services need to be stronger and their own checks need to be better.

Original Document title:

Press release EMBARGOED UNTIL 00.01 THURSDAY 8 December 4
CQC publishes first reports from its review of services for people with learning disabilities



- 4 of the 5 services checked did not meet the rules for good, safe care.



What people have said



- When Dame Jo Williams, Chair of the CQC, talked about the reports she said the checks show what happens when leaders are not strong enough and they do not check their own services well.

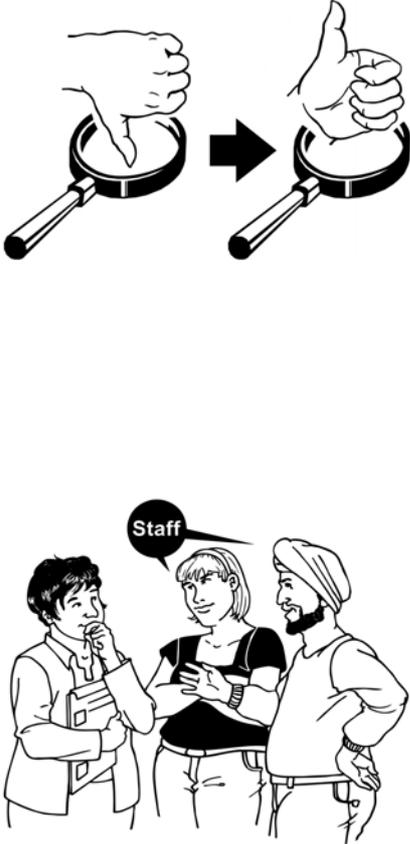
She also said, where problems are found, they are often because services are not set up in the right way and patients and their families are not involved in making decisions about their care.



Dame Jo Williams said it has been important to use **Experts by experience** (people who have experience of care services directly, or as a family carer), and

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CQC publishes first reports from its review of services for people with learning disabilities

	<p>trained experts, to do the checks to make sure the user view is heard.</p>
	<ul style="list-style-type: none"> • Terry Bryan, the nurse who pointed out the bad care at Winterbourne View, the private hospital, and who is now one of the experts spoke about the checks. He said that people thought the way CQC did their checks was not very good. The surprise checks have now been improved. <p>He also said by using people who have worked in a care setting, or have experience of services, CQC are now able to get better results.</p> <p>He also said that CQC should not work on its own but also with the services themselves.</p>
	<h2>What we did when we found problems</h2>

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- Where we found problems, we told the providers and managers of the service.



- We told Kent House and Townend Court to make sure those people using the service were safe.



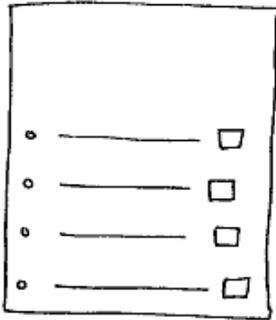
- Townend has been checked again and they have made things better. The others will be checked again soon.



- All places with problems have to tell CQC how and when they will get better. If they do not, they could face **enforcement action**.

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CQC publishes first reports from its review of services for people with learning disabilities

	<p>Enforcement action – we can make services pay money, give services a public warning, stop the service caring for any new people, stop a service from caring for any people while we find out what is happening or close a service.</p>
	<ul style="list-style-type: none"> • We did find good examples of care. Rose Lodge deals with challenging behaviour in a way that is always right for the person and done properly.
	<p>Next steps</p>
	<ul style="list-style-type: none"> • CQC will put out all 150 reports over the next few months. The national report printed in the Spring will say how this type of service is doing in general.

Original Document title:

Press release EMBARGOED UNTIL 00.01 THURSDAY 8 December 8
 CQC publishes first reports from its review of services for people with learning disabilities