



# Our plans to check health and social care services to improve care for everyone

May 2021



Easy read version of 'A new strategy for the changing world of health and social care: CQC's strategy from 2021'



## About this booklet



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



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



In this easy read, we talk about how we plan to work from 2021. There are four main changes. Across these main changes, we also want to:



- check how well health and care services work together in a local area to make sure people have better experiences of care



- aim to make sure everyone can get the same good quality care, whoever they are (like people of different ages or ethnic backgrounds).

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# 1. Looking at what matters most to people



We will use better ways and make it easier for people to tell us about their experiences of using health and care services in ways that are best for them.



We will make sure we listen to people who find it difficult to do this and people who are more likely to get bad care. This includes people:



- with a learning disability



- who find it difficult to communicate with others



- who have the least amount of money



- who are in danger of being abused.



When we check services, we will also check how well they ask people for their views so they can make improvements.



We will use what people tell us (their 'feedback') when we check services better than we did before.



And we will tell people how we used their feedback to decide how good a service is.



We will make sure that more people know about CQC so that they can tell us about their care and use our information to help them choose services.



We will make our information more useful, up to date, and easier for everybody to understand.



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## 2. Getting better and quicker at checking services and showing what care is like for people



The quality of care in health and care services can change all the time, but we will get better at keeping up with those changes.



We will still visit services when we need to check them, so that we can talk to people or if we find out that care is poor.



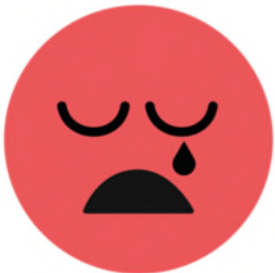
But we will also keep looking at different sorts of information so that our inspectors know how good each service is all the time – not just when they visit.



We will use better technology, like better computer programmes, to improve how we look at information.



We will make it easier for services to work with us so they can spend more time on giving good care and keeping people safe.



We will make our ratings (or scores) for services more up to date and improve them.







This will help people know what their care is really like and help them to make choices about their care.



After we have checked a service, we will give information about it to the public that is easier to understand, instead of a very long report.



We will also give people information in ways that they choose.

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## 3. Keeping people safe



Health and care staff work hard every day to make sure people's care is safe.



But we still see problems with keeping people safe when we check services. We want services to make this the most important area of their work.



We will check that services are strong at keeping people safe. This means:



- agreeing what safe services look like, so all staff know how to keep people safe



- staff feel more confident to tell us if they have worries about where they work



- services learn from when things go wrong so they can make improvements.



We will also improve what we know about safety and learn from other organisations, so that we can see when services are not safe.



If we see any possible problems in a service or if people tell us about their worries, we will be quicker to take action to make things improve.

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## 4. Helping services to improve



We will do more to help health and care services to improve the quality of their care.



This means working more closely with services so they can help themselves.



We will find out the types of health and care that need extra support to improve and work with other organisations to help them to get it.





We will share examples of good practice so others can learn from them at events, and through reports and other guidance.



We will make sure we understand how new technology can help to improve people's care and encourage services to use it in the best ways.

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# Find out more



See the full version of our report at:

[www.cqc.org.uk](http://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](http://www.cqc.org.uk/givefeedback)



Or you can call us on:

**03000 61 61 61**