

Appendix 3: Survey findings related to transformation programme

1. Care England survey (April 2024)

This survey received 67 responses from adult social care providers representing 85,000 beds (around 20% of adult social care beds)

Statement: I believe that:	Agree/ agree strongly	Disagree/ disagree strongly
CQC treats all ASC providers consistently and fairly	12%	68%
CQC support the wellbeing of staff during an assessment	17%	54%
Current routes to challenge an assessment are fair and proportionate	11%	63%

Statement: I believe that:	Agree/ agree strongly	Disagree/ disagree strongly
The work CQC does with ASC providers improves the quality of care and promotes...	29%	40%
CQC inspectors have the appropriate skills and training to fulfil their role to a satisfactory level	15%	58%
I feel satisfied with the frequency of inspections/ratings	14%	72%

Percentage of responses to the question:

What quality rating would you give CQC?

Inadequate	41%
Requires improvement	52%
Good	6%
Outstanding	0%

2. Homecare association survey (August 2024)

Care quality Commission: Regulatory performance in home care. Jane Townson OBE for the Homecare Association.

75 responses regarding satisfaction with CQC

Dissatisfied	44 (58%)
Somewhat dissatisfied	15 (20%)
Neither satisfied nor dissatisfied	11 (15%)
Somewhat satisfied	3 (4%)
Satisfied	2 (3%)

© Care Quality Commission