

Tackling social care



Copyright: Mencap

Andrea Sutcliffe, Chief Inspector Adult Social Care
Centre for Public Scrutiny
26 June 2017

Our purpose



The Care Quality Commission is the independent regulator of health and adult social care in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



The Mum (or anyone you love) Test



Is it responsive to people's needs?

Is it effective?

Is it safe?

Is it well-led?



Is it caring?

Is it good enough for my Mum?

State of Care 2016: described a challenging environment

- Ageing population with complex needs, 85+ up 33%
- Greater demand for adult social care, but less access
- Two thirds of NHS providers recorded a deficit last year
- Shortage of GPs and increasing vacancy levels
- Improvement increasingly difficult

Figure 1.17 NHS trust year-end financial positions, 2012/13 to 2015/16

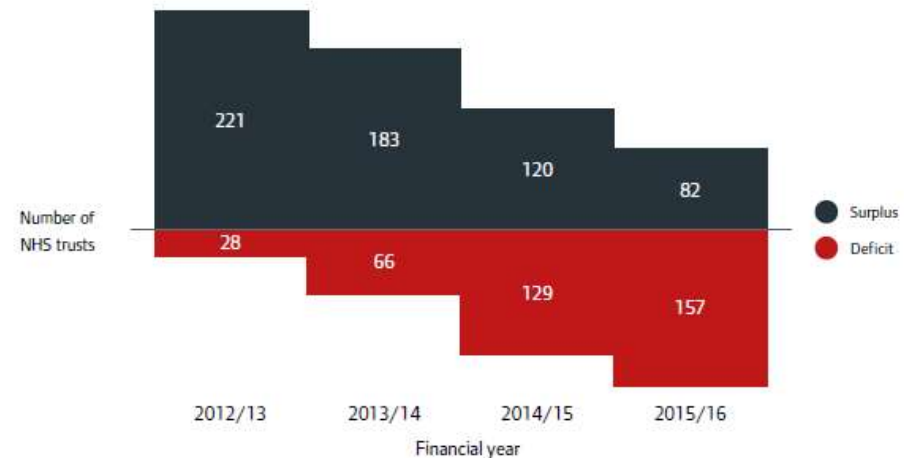
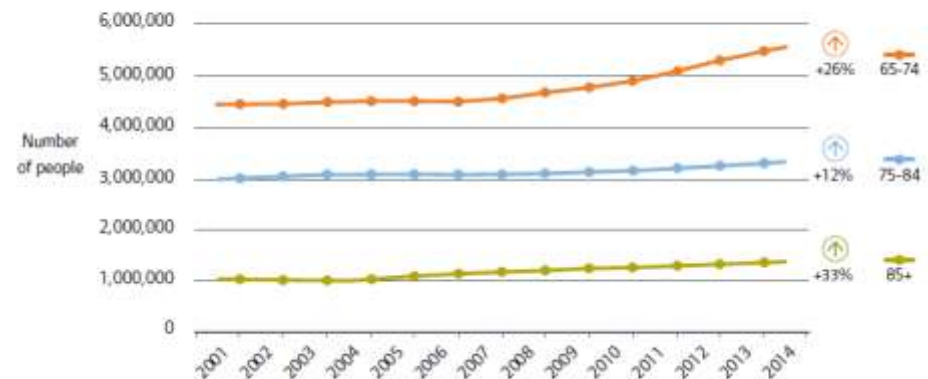


Figure 1.16 Population estimates for older people, 2001 to 2014



Source: Health Foundation: A Perfect Storm, NHS Improvement

Source: ONS mid-year population estimates

State of Care 2016: social care approaching a tipping point?



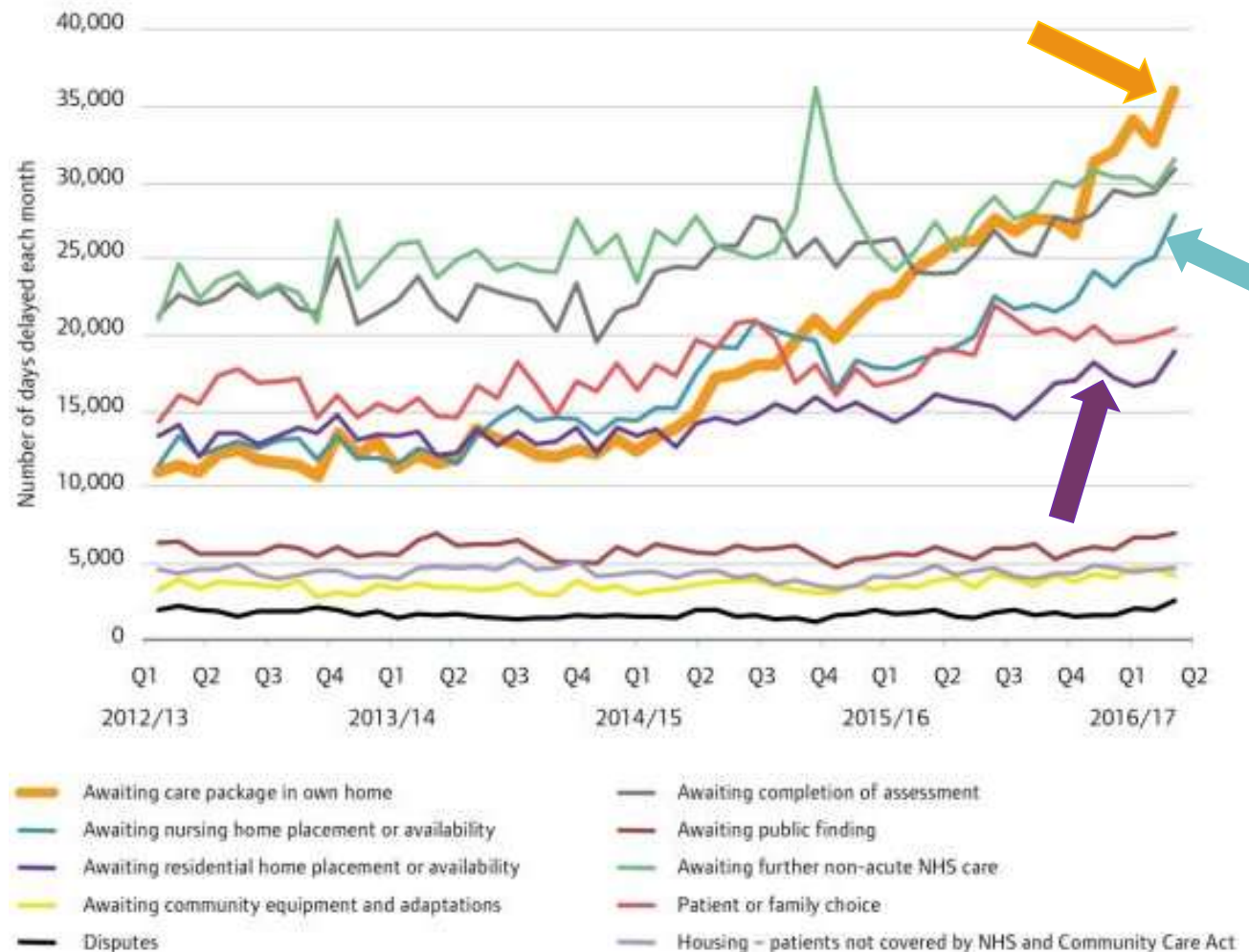
- Age UK estimated in 2015 over a million older people have unmet social care needs, up 800,000 from 2010
- 26% fewer older people receive LA funded care – 81% of councils reduced spending on social care
- Five-year increase in nursing home beds now stalled
- Improvements are becoming harder to make
- Some providers resigning contracts, councils warn of more

State of Care 2016: system failing the Mum Test



Causes of delayed transfers of care
 April 2012 to July 2016

Home care package
 Nursing home
 Residential home

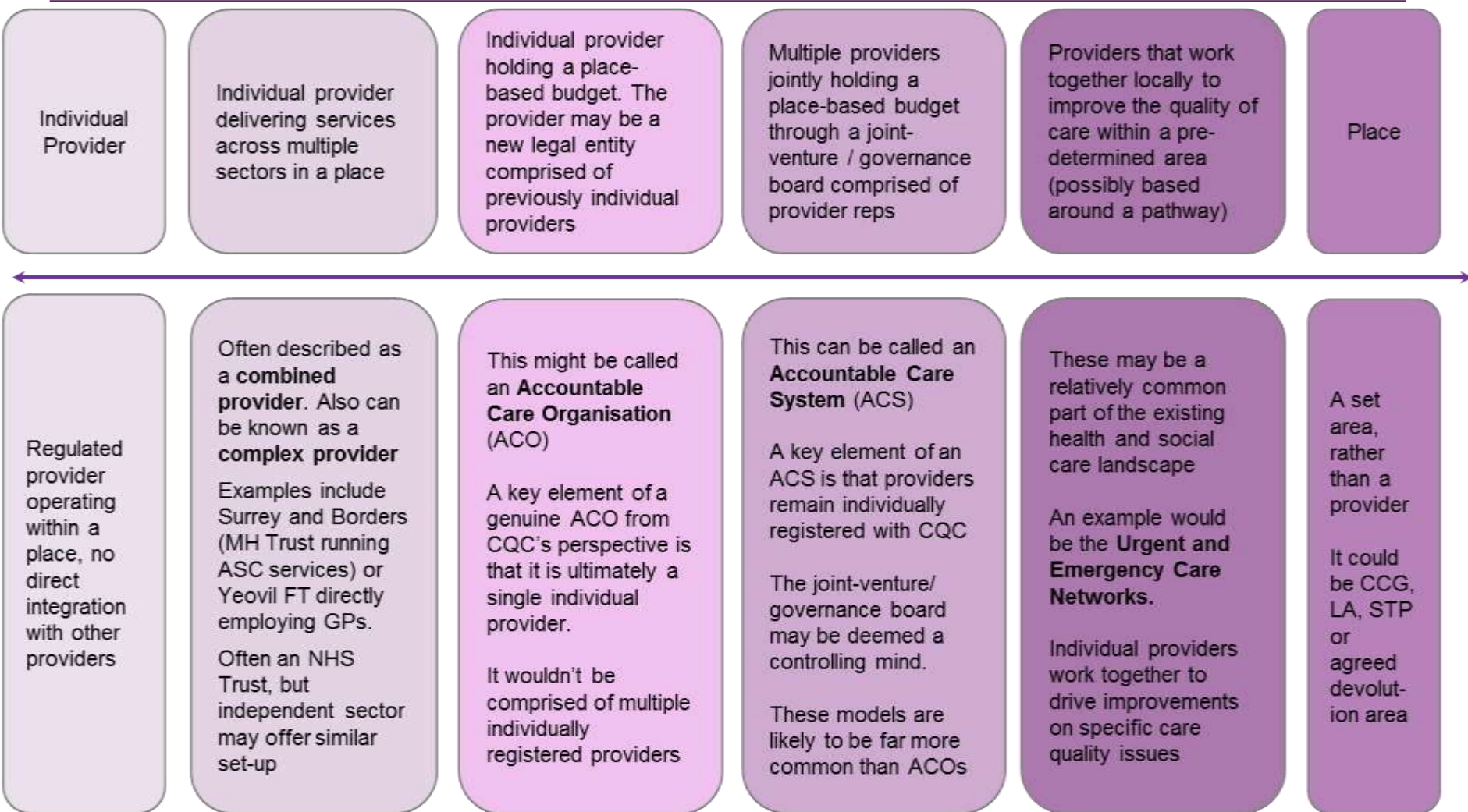


Regulating in a complex environment

- Strategic priority to:
 - encourage improvement, innovation and sustainability in care
- As new care models develop, we aim to:
 - support services to innovate, collaborate and improve – while ensuring high quality care continues
 - build our capability to assess new care models
 - adapt our regulatory approach to support innovation



As providers work more closely together, CQC's regulatory role increasingly requires greater understanding of integration and quality of care in an area. Eventually it moves beyond CQC's provider regulatory remit, and becomes about systems.



10 principles for regulating in a complex changing landscape

1. Take action to protect people
2. Accountability
3. Transparency
4. Work closely with our partners
5. Proportionality
6. Minimise complexity for combined providers
7. Comparable assessment for each type of service
8. Timely and meaningful reports and ratings
9. Fair to those taking over poor providers in order to improve them
10. Bring together inspectors with knowledge of different sectors



We support Sustainability and Transformation Plans by:

- 1. Providing constructive challenge** to encourage footprints to consider quality
- 2. Providing information** to help footprints access helpful evidence and insight about care quality (eg every footprint received bespoke CQC data-pack about local ratings)
- 3. Gathering local intelligence** to identify if CQC can support or change (eg Inspection Manager/Head of Inspection nominated as point of contact per footprint)

For those STP footprints evolving into ACS-type configurations, CQC support will be modelled on our approach to new models of care



Reviews will answer the question:

- How well do people move through the health and care system, notably the interface between the two, and how could this improve?

By asking:

- What is currently happening and what are the outcomes for people?
- How mature is the local area in managing the interface between health and social care?
- What else needs to happen?

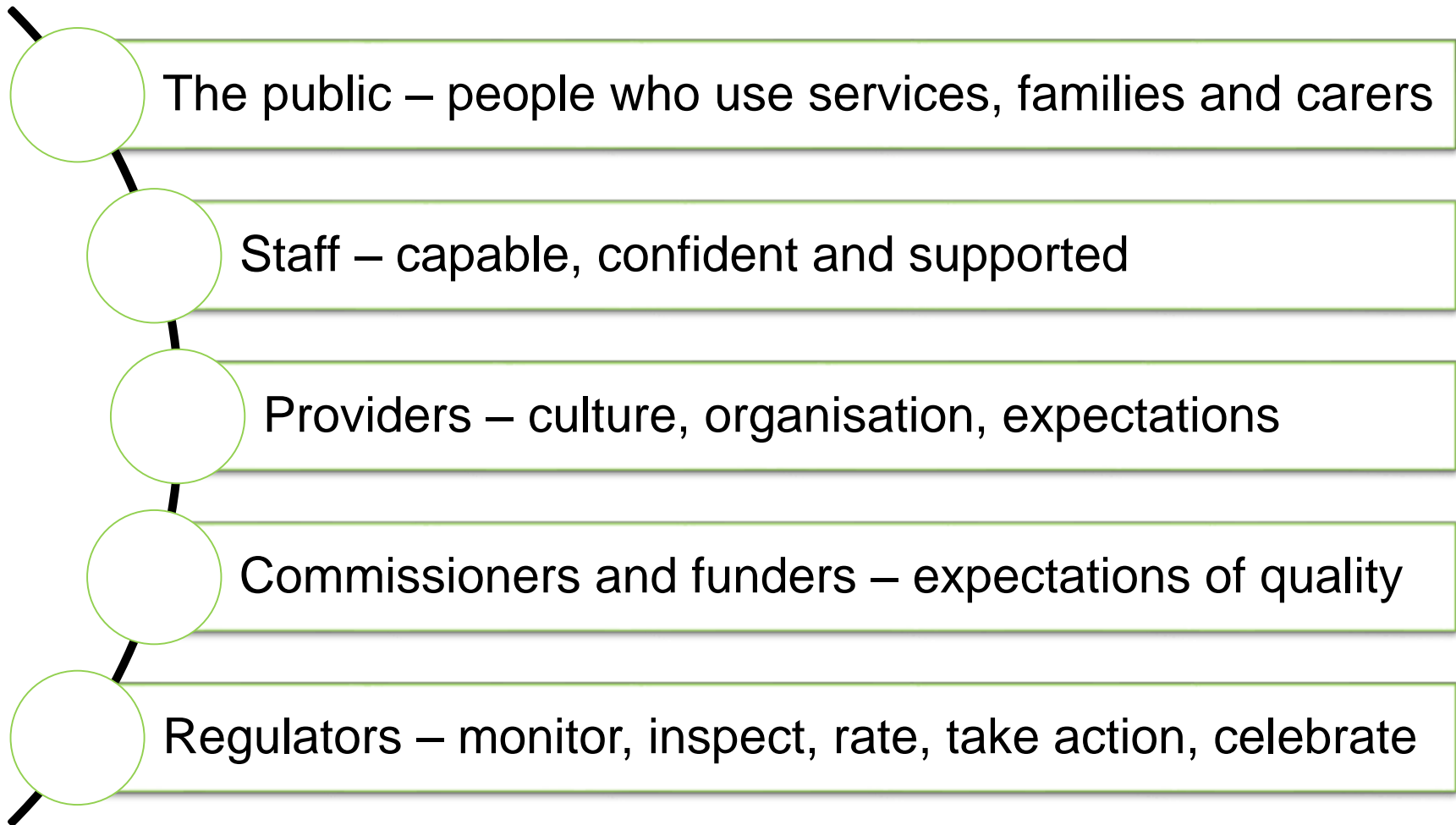


Quality matters

Quality matters:
a shared commitment to high quality,
person-centred adult social care



Quality Matters: a collective effort



A shared view of quality





Thank you



www.cqc.org.uk
enquiries@cqc.org.uk

 [@CareQualityComm](https://twitter.com/CareQualityComm)

Andrea Sutcliffe
Chief Inspector of Adult Social Care

 [@CrouchEndTiger7](https://twitter.com/CrouchEndTiger7)