



**Working together:
CQC and Overview
and Scrutiny
Committees**

Today we will:

- Share our ideas for working together
- Learn about CQC plans for assessing health and social care
- Discuss how you would like to give us your views and experiences of services



We have been given some new powers



All providers of health and adult social care are required to register with us:

- NHS providers registered from April 2010
- Adult social care and independent healthcare from October 2010
- Primary medical and dental services and others from 2011

We have been given stronger enforcement powers

We will also drive improvements



Periodic reviews assess the performance of organisations that commission and provide care, and making sure they work together better (this includes primary care trusts and councils)

Special reviews of particular services or pathways of care or themes. For example, care for families with disabled children

Comprehensive Area Assessment – we contribute information about care services to overall assessments of the quality of all local public services

Voices into Action



Voices Into Action is our commitment to listening to and working with people.

We will act on behalf of local people



We promise to:

Give more weight to people's views and experiences of care

Try to make sure people are involved in decisions about their own care

Find new ways of involving people in our work, including governance and inspection

We will involve people....



In all our activities

- 🔗 In our decision making
- 🔗 In our assessments of services
- 🔗 In our reviews and studies

In lots of ways

- 🔗 Directly as experts by experience and as advisers
- 🔗 Through surveys and consultations
- 🔗 Through voluntary bodies, including LINKs and Overview and Scrutiny Committees



We both want **better care** for **local people**

Your information has already made a difference:

- 97% of you commented in the annual health check 2008-9
- This covered 99% of all NHS trusts
- You gave us the most information of all the groups we invited to comment
- Your information also contained the most useful data

We want to make sure Overview and Scrutiny Committees:



- know who we are and what we do
- help us develop how we regulate health and social care services
- have contact with local Care Quality Commission staff
- be encouraged to provide peoples' views and experiences about services
- know what we have done with any information they give us
- be supported by us as we work together.

The information you have about health and social care services is important to us. For example:

- What local people tell you about services and their care
- What you find out from NHS managers or social care services
- The recommendations from your scrutiny reviews and other work
- Whether local services involve you in service reconfigurations and in other local developments

Essential standards for health and social care providers cover, for example:

- How people are involved in their care and the information they receive
 - How people get the individual care and welfare they need, including food and nutrition
 - How people are looked after safely (medicines, premises, equipment)
 - How people get the right care from the right staff
 - Whether services are well managed and work together
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- **No need to send a commentary about the core standards for the NHS this year**
- We have a new more flexible system. Send information when you want to, in a way that suits you
- We will tell you key dates you can plan ahead for
- Meet with our local area managers to discuss your work over the next few months
- Send information to us through our website. You can fill in a form and attach your reports from December 2009

- We will use information you send us throughout the year as part of our monitoring of services
- **We are keen to hear what you know about NHS providers by the end of January 2010, and social care and independent healthcare providers by the end of March 2010.** This will help us decide whether they meet essential standards to register with us

We hope you will raise any urgent concerns with us straight away if local solutions are not being found.

Giving you feedback



- We will give you feedback on how we used your comments in the annual health check 2008-09
- We are planning to give you feedback about what we do with any new information you send us
- We are still working out the best ways to do this – let us know what you think!

Sounding board for representative groups



Overview and Scrutiny Committees can join our informal sounding board for representative groups

You can send in ideas and views about how we should work, our methods and our assessments

We will use phone, emails and occasional meetings in different parts of the country

If you are interested in helping CQC develop, let us know:

Lucy.Hamer@cqc.org.uk Clare.Delap@cqc.org.uk

Involvement managers at CQC

OVER TO YOU!



What else would you like to know?

**How do you want to work with the
Care Quality Commission?**

**How would you like to share your
information with us?**

More information



- Go to our website at www.cqc.org.uk
- Sign up for our newsletter at www.cqc.org.uk/newsandevents
- Talk to your local area managers
- Ring or send enquiries to our National Contact Centre at 03000 616161 or enquiries@cqc.org.uk
- For copies of our reports, you can go to www.cqc.org.uk/publications
- To get involved in our work nationally, contact Lucy.Hamer@cqc.org.uk or Clare.Delap@cqc.org.uk

We hope you find this information helpful.
