



A new approach to inspecting adult social care services

We published our early thinking on our priorities for adult social care in our recent publication, *A Fresh Start for the Regulation and Inspection of Adult Social Care*, which was published on 15 October.

In the document, the Chief Inspector of adult social care, Andrea Sutcliffe, outlines her priorities for transforming how we will monitor, inspect and regulate care homes and other adult social care services, with a greater focus on public involvement and improvement.

Read more...

This month:

CQC news

More hospital inspections announced, reaching community groups, support for inspection changes, statement of involvement, Chief Inspectors.

Public information

New homepage, email alerts, share your views.

Our themed inspection programme

Review of dementia care, end of life care review, national review of emergency mental health care.

CQC and Overview and scrutiny committees

Monthly teleconference, OSC contact details, area profiles, local CQC contact, share people's experiences of care, press releases.

CQC news



More hospital inspections announced

A further 19 NHS trusts will be inspected from January 2014 using our new model. These NHS trusts are the first to be given one of the following ratings: Outstanding, Good, Requiring improvement and Inadequate. We have also published the results of our intelligent monitoring for each acute trust. We have used this information to select the next acute trusts to be inspected. You can see a list of the trusts we will inspect between January and March 2014 and more information about intelligent monitoring [here...](#)

Reaching out to communities during our inspections of acute hospitals

We will be running community focus groups as part of our preparation for our inspections of NHS acute hospitals. Partnering with Regional Voices, University of Central Lancashire (SpeakOut network) and other voluntary sector partners, we will reach people in communities who have experience of receiving care from acute hospitals. Over the next year, we will also speak to people who have received care from other health and social care sectors too.

The first community focus group took place on 11 October. 12 other community focus groups will be held for the remaining hospital inspections. [Read more...](#)

Support for our inspection changes

We've published your responses to our consultation on our work and how we will inspect, regulate and monitor services. The responses we received from the public, people who use services, carers, our own staff, professionals and voluntary organisations show that there is agreement with our new approach. [Read more...](#)

Statement of Involvement and action plan

This statement describes how we will involve the public, people using services, their families, and carers in our work. It supports our new strategy for 2013 to 2016, 'Raising standards, putting people first', and builds on the work we currently carry out to involve people and local communities. It is based on what people who use services and other bodies have told us. [Read more...](#)

Our new Chief Inspectors

Professor Steve Field and Andrea Sutcliffe have now started in their roles as Chief Inspector of general practice and Chief Inspector of adult social care respectively. Steve has joined us from NHS England where he was Deputy National Medical Director, and Andrea joins us from SCIE, where she was the Chief Executive. [Read more...](#)

Public information

We welcome to our new home page

We've made some changes to the homepage of our website. We hope you find it easier to find inspection reports and other information. Have a look and see what you think.

[Read more...](#)



Get alerts when your services are inspected

On our website, you can now sign up to receive alerts about our inspections of your local care services. You can subscribe to receive alerts from the profile of any service in England. See our instructions on how you can sign up for these alerts [here](#).

As well as subscribing to email alerts, you can find out where we have published reports on the [Our latest reports](#) page.

Share your views with us

We are partnering with other websites that allow people to post reviews, comments and ratings of care services to help us build a better picture of the care people receive. [Read more...](#)

Our themed inspection programme



Get ready for our review of dementia care – what do you hear about dementia care in your area?

From November through to January we will be inspecting groups of hospitals and care homes in over 24 local authority areas to check on the quality of dementia care in these areas. We will focus on how well services work together to provide care for people with dementia – especially between care homes and hospitals.

All scrutiny committees are invited to send information about the quality of dementia

care in their areas to enquiries@cqc.org.uk marked 'dementia review'. We will be contacting the Healthwatch in the inspection areas in October to see how you want to work with us. Your information will help us produce a national report to be published in 2014. Any questions to involvement.edhr@cqc.org.uk.

End of life care review

We are currently planning a review of end of life care and would like to hear if your scrutiny committee has a view on what we should focus on for this review and if you would like to be directly involved in the development of the review. Please email involvement.edhr@cqc.org.uk with any areas of focus and also let us know if you would like to be involved.

Can you help us plan our national review of emergency mental health care?

We are planning a review of emergency mental health care services for 2014. We plan to look at how people in crisis are cared for and supported – whether it is their first experience of a crisis or if they have repeated crises including an experience of detention under the Mental Health Act.

Would you like to help us shape this review or have you evidence you think we should use? We would like to hear from you on involvement.edhr@cqc.org.uk.

CQC and Overview and scrutiny committees

Monthly teleconference for OSCs

We will be running some monthly teleconferences for Scrutiny committees to ring in and advise us on particular aspects of our work.

The first one will be held on 19 November 10-11am, and will give you the opportunity to hear about our new mental health inspections and draft set of indicators we will be using to inform our mental health inspections and how we can best work with you in these inspections.



Each teleconference will allow up to 10 people from different Scrutiny Committees to dial in free of charge. Please register your interest at involvement.edhr@cqc.org.uk. Places will be allocated on a first come first served basis.

Overview and Scrutiny committee contact details

If you have any further names and contact details (email and phone numbers where possible) for anyone in your committee who you would like to receive information directly from CQC please let us know. Please email involvement.edhr@cqc.org.uk.

Find out about our area profiles from your local CQC manager

Your local CQC manager can now share information with you about all the services we regulate in your area, the inspections we have done and what we have found. We hope this profile will help you and your health and wellbeing board.

Your local CQC contact

You should have contact with your local CQC manager.

If you don't know who they are please email involvement.edhr@cqc.org.uk or ring 03000 616161 and ask for the involvement team. We will send you the name and email of your local manager and send them your details. They will be in touch to meet with you, and to develop a local agreement about how you both share information and communicate with each other.

Over the coming months our local CQC manager will be able to share a package of information with you. This will include the services registered with us to provide care; the inspections we have been doing in your area and the findings from these inspections. We will let you know more about this in the next ebulletin and you can discuss it with your local CQC manager.

Please share your information about peoples experiences of care

If you have evidence from scrutiny reports, or other work from your committee (including the views and experiences of local people about the quality or safety of health/social care), please discuss it with your local CQC manager and email it to enquiries@cqc.org.uk. These may be positive or negative about a service or groups of services or about an issue across local services. It is all useful to help us make a judgement about the quality and safety of care.

If you have immediate concerns about someone's safety please contact your local authority safeguarding team, as they have the primary responsibility to act on individual safeguarding concerns.

Getting our press releases

Scrutiny committees should be receiving press releases about national reports and about our findings for services in your area – where we issue a special press release. If you do not receive this information please email involvement.edhr@cqc.org.uk.
Read more...



Feedback from local groups

You can send us views and experiences of any of the services we regulate, or tell us about how they work together in your area. We want to hear from Local Involvement Networks, Overview and Scrutiny Committees, Foundation Trust governing bodies and groups representing people who use health and adult social care services. **Read more...**



Your experience



Local groups



Home



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Think before you print

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Subscription

If this email was forwarded and you wish to receive future CQC e-bulletins, please [email us](#) to subscribe.

If you no longer wish to receive this e-bulletin, please reply to this email, putting 'unsubscribe' in the title.

Any comments?

If you have any comments regarding this bulletin, please [email us](#).

Further information can be found on the Care Quality Commission's website at: www.cqc.org.uk.