

# How do we assess if a service is Safe?



Cathryn Bramham, Inspection Manager  
*Safeguarding, everyone's business, 15 March 2018*

# 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.



**S1** - How do systems, processes and practices safeguard people from abuse?

**S2** - How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

**S3** - How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

**S4** - How does the provider ensure the proper and safe use of medicines?

**S5** - How well are people protected by the prevention and control of infection?

**\*S6** - Are lessons learned and improvements made when things go wrong?

*Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.*

*It's fundamental to high-quality health and social care.*

# CQC's role and responsibilities in safeguarding

- Ensure providers have effective systems and processes
- Use intelligent monitoring to assess risk
- Use information we receive through statutory notifications from providers
- Use information we receive from people who use services, their families and the public
- Make sure the right people act at the right time to keep people safe
- Raise safeguarding issues we discover during inspections; alerting local authorities/police if necessary
- Hold providers to account and to take regulatory action where necessary
- Work with local partners to share information
- Publish our findings



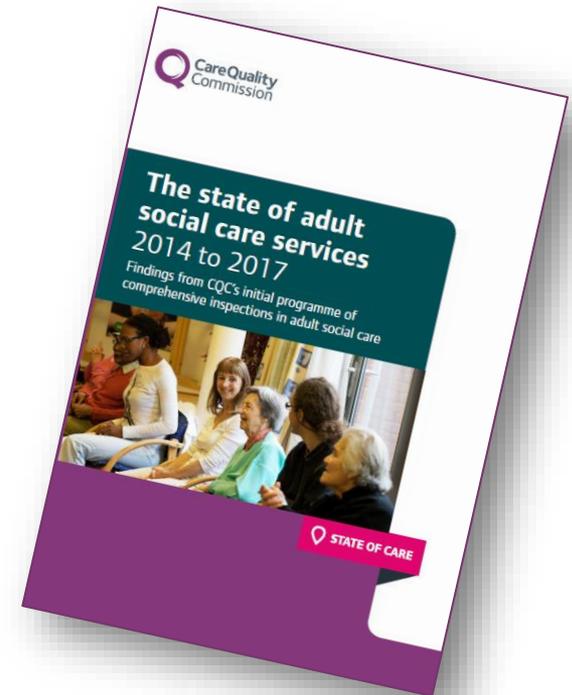
# Focused inspections based on risk



- ASC will use focused inspections based on risk
- Inspections will consider Well-Led alongside any other Key Questions where there are risks, concerns or improvement
- The 6-month limit for a focused inspection to change an overall rating will, be abolished
- Overall ratings will be calculated using
  - ratings for Key Questions looked at during the focused inspection
  - ratings for Key Questions not looked at in the focused inspection but brought forward from the last comprehensive inspection
- Focused inspections will retain flexibility to expand to become comprehensive inspections where this is necessary

# Key points

- The majority of **people are receiving good quality care**. This is something to celebrate.
- Over 80% of inadequate services improve on re-inspection but for services that require improvement nearly 40% don't improve and 5% get worse
- We are focusing on encouraging improvement in services rated RI
- We will do this **flexibly and proportionately**, using inspector judgement and existing risk and enforcement frameworks
- We will monitor these services more closely to identify changes in quality (up or down) and respond more quickly, as required



- Our roles and responsibilities for safeguarding adults and children
- Information about joint inspections
- The fundamental standards

[www.cqc.org.uk/content/safeguarding-people](http://www.cqc.org.uk/content/safeguarding-people)

In depth information about regulation 13

<http://www.cqc.org.uk/content/regulation-13-safeguarding-service-users-abuse-and-improper-treatment#full-regulation>

# Thank you



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