

<b>Report title:</b> Care Quality Commission – monthly update	
<b>Report to:</b> Health Overview Policy and Scrutiny Committee	
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<b>Date:</b> 1 December 2022	<b>For:</b> Information
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<b>County Divisions affected:</b> Not applicable	

## 1. Introduction

- 1.1 Following discussions with members of the Committee in consultation with the Chairman, it has agreed that it would be helpful to bring a new standing report to the agenda. The purpose of the report is to set out the current position of key health care providers in Essex.
- 1.2 The report will support this committees' discussions regarding the work programme by showing the level that the Care Quality Commission (CQC), the Independent regulator of health and social care in England, believes care providers to be.

## 2. Action required

- 2.1 The Committee is asked to consider this report and identify any issues arising and to review the usefulness of this report.

## 3. Background

- 3.1 The CQC is the independent regulator of health and adult social care in England. They work to ensure health and social care services are safe, effective, compassionate and of a high quality, whilst encouraging continuous improvement. The CQC monitor, inspect and regulate services and then publish their findings as well as taking action where they find poor care.
- 3.2 The CQC have a number of standards that everybody has the right to expect, these are:
  1. Person-centred care – care or treatment that is tailored to the individual and meets their needs and preferences.
  2. Dignity and respect – this means being treated with dignity and respect when receiving care and treatment including having privacy, being treated as equal and being given support to remain independent.
  3. Consent – individuals, or those acting on their behalf legally, must give consent before care or treatment is given.

4. Safety – individuals must not be given unsafe care or treatment or be put at risk of harm that could be avoided. Providers therefore must assess risks and ensure staff have appropriate qualifications, competences, skills and experience.
5. Safeguarding from abuse – individuals have the right not to receive any form of abuse or improper treatment this includes: neglect, degrading treatment, unnecessary or disproportionate restraint or inappropriate limits on freedom.
6. Food and drink – individuals must have enough to eat and drink to keep them in good health whilst in care or receiving treatment.
7. Premises and equipment – Premises where individuals receive treatment or care must be clean, suitable and looked after properly with equipment secure and used properly.
8. Complaints – individuals must be able to complain, and a proper system must be in place for the handling and response of complaints. Investigations must be thorough and actions taken if problems are identified.
9. Good governance – provider of care must ensure they can meet these standards and have effective governance to check the quality and safety of care.
10. Staffing – the provider must have enough suitably qualified, competent and experienced staff to meet these standards. Staff must be given support, training and supervision they need to do their job.
11. Fit and proper staff – the provider must only employ people who can provide appropriate care and treatment for their role. Strong recruitment procedures must be in place including for work history and criminal record checks.
12. Duty of candour – provider must be open and transparent about care and treatment and if something goes wrong, they must tell the individuals what has happened, provide support and apologise.
13. Display of ratings – providers must display their CQC rating in a place it can be seen. They must also include information on their website and make the latest CQC report available.

3.3 The CQC inspection reports usually include ratings, there are currently four of these:

- Outstanding – the service is performing exceptionally well.
- Good – the service is performing well and meeting our expectations.
- Requires improvement – the service is not performing as well as it should, and we have told the service how it must improve.
- Inadequate – the service is performing badly, and we have taken action against the person or organisation that runs it.

#### **4. Essex ratings**

4.1. According to the CQC website, no service providers or hospitals have been

rated as inadequate or requires improvement in the past month. The most recent report containing data has been attached as an appendix.

**5. Appendices**

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