

Date:	Monday 9 th April 2018
Classification:	General Release
Title:	Health and Social Care in Westminster
Report of:	Care Quality Commission
Cabinet Member Portfolio	Cabinet Member for Adult Social Services and Public Health
Wards Involved:	All
Policy Context:	Building homes and celebrating neighbourhoods
Report Author:	Acting Deputy Chief Inspector London

1. Executive Summary

The Care Quality Commission (CQC) is an executive non-departmental public body of the Department of Health and Social Care of the United Kingdom. It was established in 2009 to regulate and inspect health and social care services in England. The CQC monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety and publishes its findings, including performance ratings.

This report invites the CQC to present to the committee on its work over the past year in the City of Westminster.

2. Key Matters for the Committee's Consideration

- How can the committee make the best use of CQC publications?
- How can the CQC, the committee and other local health and social care partners work more closely together?
- Do the CQC's recent findings indicate any issues that the committee should add to its work programme?

3. Background

The Care Quality Commission (CQC), the independent regulator of health and adult social care in England. The CQC is responsible for making sure health and social care services provide people with safe, effective, compassionate, high-quality care, and encourages care services to improve.

The CQC registers health and adult social care services that meet the 'fundamental standards' of quality and safety. Before a care provider can carry out any of the activities that the CQC regulates, they must register and satisfy the CQC that they will be able to meet a number of legal requirements, including the fundamental standards. Regulated activities include the treatment, care and support provided by hospitals, GP practices, dental practices, ambulance services, care homes and home-care agencies.

The CQC monitors and inspects services to see whether they are

- Safe
- Effective
- Caring
- responsive
- well-led

Once a service has registered with, it is monitored continuously. The information that is gathered, which includes the views of the public, helps the CQC to decide when, where and what to inspect.

Inspections give the CQC an opportunity to talk to staff and people who use services. They also allow the observation of care checking of systems and processes that the service uses. The CQC may also look at people's records to see how their needs are managed.

The CQC asks five questions of all care services:

- Is it safe? Are patients protected from abuse and avoidable harm?
- Is it effective? Does the care, treatment and support achieve good results and help you maintain quality of life, and is it based on the best available evidence?
- Is it caring? Do staff involve patients and treat them with compassion, kindness, dignity and respect?
- Is it responsive? Are services organised so that they can meet patients' needs?
- Is it well-led? Does the leadership of the organisation make sure that it's providing high-quality care that's based around a patient's needs? And does it encourage learning and innovation and promote an open and fair culture?

The CQC is also responsible for monitoring and reporting on the use of the Mental Health Act (MHA), and its findings guide its ratings of services. The CQC visits people whose rights are restricted by the MHA, and act on any matters of concern.

The CQC publishes information about the quality of individual services, including reports and ratings, to help people choose their care. After each inspection, a report is published online. The reports set out what CQC found on each of the five key questions.

The CQC takes action if care services are failing to meet the fundamental standards. The actions taken depend on how serious the problems that have been identified are and how they affect the people who use the service. The CQC may do the following.

- Give care providers notices setting out what improvements they must make and by when.
- Hold the care provider to account by:
 - issuing simple cautions;
 - issuing fines;
 - prosecuting cases where people are harmed or placed in danger of harm.
- Limit what the care provider may do for a set time.
- Place a care provider in 'special measures', which gives them a clear timetable within which they must improve the quality of care they provide or further action will be taken (for example, their registration can be cancelled).

Between 1st April 2017 and 31st January 2018, the CQC has inspected 88 services in Westminster with the following ratings given

- Outstanding – 5 locations
- Good – 58
- Requires Improvement – 23
- Inadequate – 2

Further detail can be found in the attached report.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact Aaron Hardy ahardy1@westminster.gov.uk

APPENDICES:

Appendix A - Health and Social Care in Westminster March 2018

BACKGROUND PAPERS

This section is for any background papers used to formulate the report or referred to in the body of the report.