

# How working in partnership improves outcomes for people



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# Our role and 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



# Six themes and five questions for quality



## WELLBEING AND INDEPENDENCE

Living the life I want, keeping safe and well



## INFORMATION AND ADVICE

Having the information I need, when I need it



## ACTIVE AND SUPPORTIVE COMMUNITIES

Keeping family, friends and connections



## FLEXIBLE AND INTEGRATED CARE AND SUPPORT

My support, my way



## WHEN THINGS NEED TO CHANGE

Staying in control



## WORKFORCE

The people who support me

Is it safe?

Is it caring?

Is it  
effective?

Is it  
responsive?

Is it well-led?



**Voice of lived experience**



**Joined up care**



**Innovation**

- Think Local Act Personal defines coproduction as:

“.....professionals and citizens sharing power to design, plan and deliver support together.  
It's about recognising that everyone has an important contribution to make to improve quality of life for people and communities”

- Engages with key stakeholders, providers and public representatives
- Takes place at an early stage to ensure stakeholders input into policy/products/changes
- Shares and discusses information



# Registering the Right Support co-production

- Sets out what CQC considers when approving or refusing an application to register or vary registration
- Applies across registration and inspection
- Revised guidance in place for two years – identifying areas where it could be clearer
- Adult Social Care Co-production event 13 June 2019 to review guidance
- Reflecting personalised care and outcomes for people better was identified as a key issue



# Published and forthcoming



- Soon:**
- Supporting people's sexuality and sexual safety in adult social care



Thank you



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