



Our plan for involving people in our work

2017–2021



Easy read version of: 'Care Quality Commission's public engagement strategy 2017–2021'

About this booklet



The Care Quality Commission (CQC) checks services like care homes, care in people's homes, hospitals, and doctors' surgeries to make sure they are giving good health and social care to people.



We wrote this booklet because we want to get better at involving people in our work.



This booklet tells you:

- what we want to do



- what we will look at over the next 4 years.



Please tell us if you would like this booklet in a different format or language.

What we want to do



We want to:

- find better ways to involve you,
- use your views and what happens to you when you use care to help plan our work,
- help you use the information about how good care is,
- make sure you get a good service from us when you tell us what happened to you,
- find out what you think about care services in a way that does not cost a lot of money.



This will make sure we are always on the side of people when we check services.

Over the next 4 years, we will look at these things:

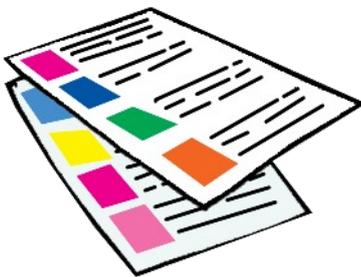
1. Work with organisations that speak up for people who use services to help care get better.



2. Ask more people what they think about what happens when they use care services, get better at using what they tell us and get better at telling them how we have used it.



3. Make sure our information is clear and simple about what good care is like to help you choose a service.



4. Find better ways to involve you when we make rules, plan our work and how we carry out our work.



1. Work with organisations that speak up for people who use services to help care get better.



We need to work well with people who use services to help us get better at checking services.



We will work with organisations that speak up for people to help them say what they think about services.



What we want to happen:

We want organisations that speak up for people to find it easy to work with us so we can help each other.



They will:

- understand what we do,



- know how we use the information they give to us,



- use our information to show how care needs to get better,

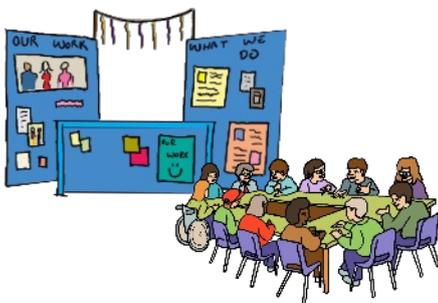


- see we are working together to help care get better.

How we will do this:

We will:

- have meetings and events with national organisations that speak up for people who use services or who work for them,





- involve people and groups that speak up for them through our teams that check services,



- ask organisations to use our information to help care get better,



- find ways to check how well we work with these organisations.

2. Ask more people what they think and what happened to them in services, and get better in using your views in our work and telling you what we do.



We need to understand what happened to people who use services so we can get better at checking services.



People tell us what happened to them to help services get better and to make sure other people get good care.



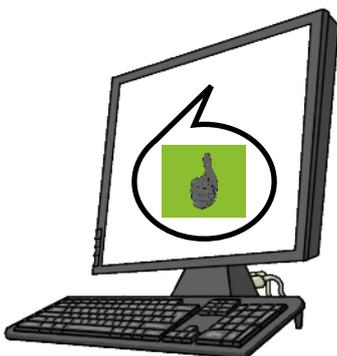
Health and social care services give better care when they involve people. We can help services get better by checking on how well they do this.

What we want to happen:

We want:

- people to know who we are and what we do and be happy to tell us about their care.



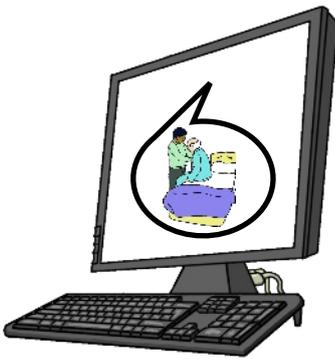
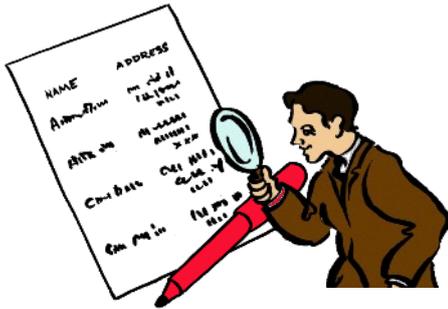


- people to know how we use their views to help care get better.
- to know how care has changed because of what has happened to people, and how many people we need to listen to.
- services to find good ways to involve people to help their services get better.

How we will do this:

We will:

- ask services to listen to what people say about their services and check how well they do this,
- use new technology to look at what people tell us,



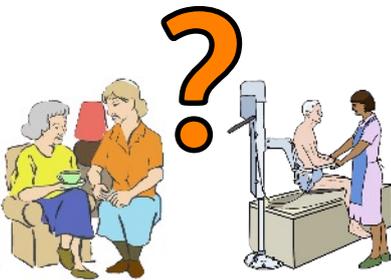
- give you a good service when you tell us what happened to you and tell you what we will do about what you tell us,
- involve people when we **register** (put on our list) and check these services,
- help organisations and **politicians** (people who speak up for the public in government) share what people tell them about good or poor care,
- use technology to help more people tell us about their care,
- make plans with people who use services, our own staff and care services on how to involve people when we check services.

3. Make sure our information is clear and simple about what good care is like to help you choose a service.



We can help you find out:

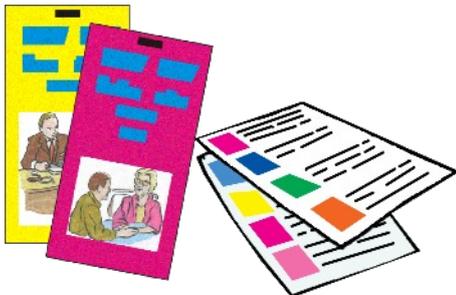
- what care is like in a service you or someone you know might use,
- what care you can expect from services,
- how to say what you think or complain about a service.



What we want to happen:

We want:

- our information and services to meet your needs.





- our information to help you choose a good care service.

How we will do this:

We will:



- make our website more helpful,



- give simple and clear information and make sure it is available in different formats if needed,



- involve people who use services and people who speak up for them when we make and test information,



- make sure we also have information for people who do not use computers,

4. Find better ways to involve you when we make rules, plan our work and how we carry out our work.



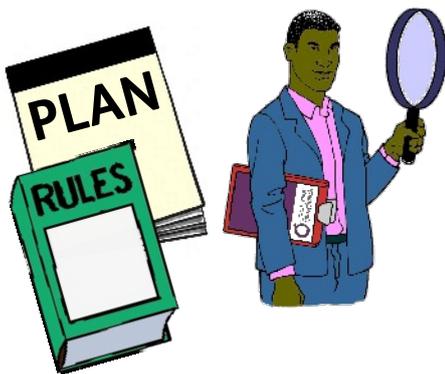
People who use services and organisations that speak up for them can help us understand how our plans will work for everyone so we can get better at checking services.



What we want to happen:

We want:

- our changes to be based on what people say and what their needs are,
- to let people know how we've used their views in making our rules and plans to help us check services.



How we will do this:

We will:

- make sure we know who our customers are and what they need from us,





- involve people early in our work,
- explain clearly what our work means to people,
- tell people who make decisions about what you tell us about how we work,
- find a new way to pay people for taking part in our work so you know what to expect,
- have a fair and simple way for you to apply or ask to be involved in our work,



- use our **Experts by Experience** (people who have used care services before and work for CQC) and technology to help us find out what lots of people think,

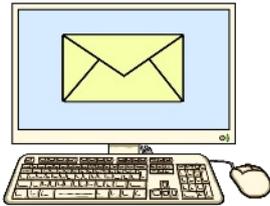


- work with other organisations to share what we learn and so we do not all do the same work.

How to contact CQC



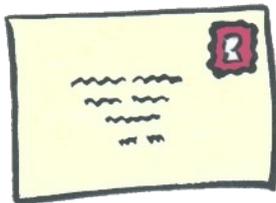
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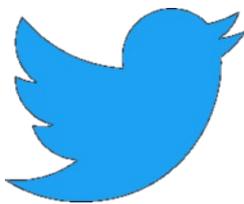
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