

A look at how well health care and adult social care is doing in England

2010-2011

EasyRead

Original document title:

The state of health care and adult social care in England.

An overview of key themes in 2010/11





About the Care Quality Commission



We make sure there is good health care and social care services for adults in England.



We check up on services run by the NHS, local councils, private companies and voluntary organisations.



And we speak up for the rights of people kept in care by a law called the Mental Health Act.



When we say **social care** in this report we mean social care for adults.

About this report



We looked at care services across England between 2010 and 2011 and wrote a report for Parliament about this.



We got information from checking services, people who use services, people who work in services and other reports about care in England.



This is the first time our report talks about the new rules that all the services CQC checks have to meet.

The new rules are called **essential standards** and say what people can expect from:



- adult social care services like care homes, nursing homes and services that give you care in your own home

NHS



- the NHS and private health care services



For some services we have been using the new rules for less than a year and there have been changes to the way services are checked.



This means it is very difficult to compare information about how services are doing now with information from other years.



The information is in 4 parts:

1. The different ways that health and social care services are provided.



2. Getting the right care and services.



3. Choice and control.



4. Quality and safety of care.

1. The different ways that health and social care services are provided



Health and social care services are changing all the time.

To find out about this, we looked at information we get from checking services and people who run them.



We also looked at other information about care in England.

What we found out:



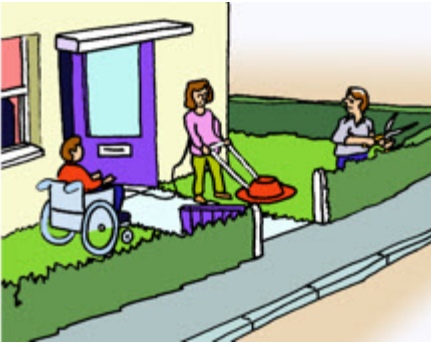
- nearly 400 NHS trusts give health care in about 900 hospitals in different parts of England



- more people go to hospital just for the day instead of staying over night. This means hospitals have less beds but can treat more people



- there are 2,500 independent hospitals and clinics in England. Independent means that they are not run by the NHS



- adult social care is changing to support people to be more independent. Less people are in residential care and more people have care in their own home



- there were more than 3 times as many care homes without nursing care than care homes with nursing care



- homes with nursing care mostly cared for older people who need extra help. Homes without nursing care mostly cared for older people and people with a learning disability



- nearly half the people in care homes paid for their own care



- in July 2011 there were nearly 6,000 organisations in England giving people care in their own homes.

2. Getting the right care and services



It is important for people to get the right care and treatment when and where they need it.



To find out about this we looked at information from the government and from talking to people in hospital in 2010 (the NHS inpatients survey).



What we found out:

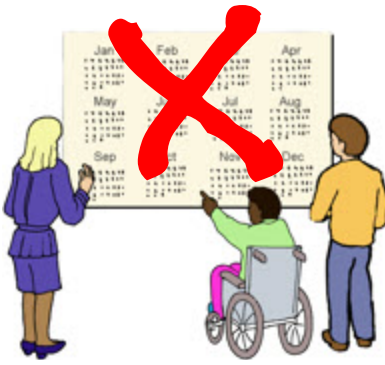
- some patients had to wait a little longer to go into an NHS hospital



- outpatients (people who go to the hospital for treatment but do not stay) did not have to wait any longer, than before for their treatment



- about 3 in every 4 patients said they were able to go into hospital as soon as they needed to. This is about the same as the last 3 years



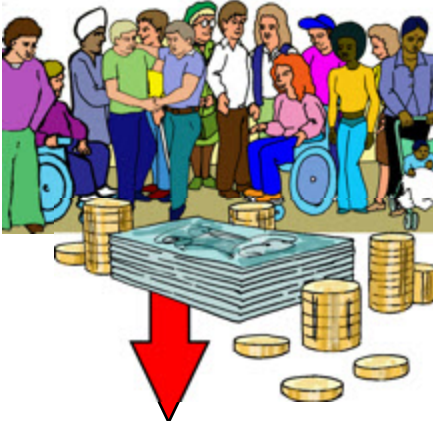
- about 3 in every 4 patients were not able to choose when to go into hospital. This is also about the same as before



- more new people are asking councils for social care services. Just over half of these people got an assessment (check to see if they need services) or get services



- most people are being assessed for social care services a little sooner than last year



- councils have less money for social care and more people want services. This can make it harder for people to get services.

3. Choice and control



It is important that people get more choice and control over their care.

People know more about healthcare and social care and know what they should get from services.

What we found out:



- independent healthcare services and services that care for people in their own home seemed to be better at sticking to rules about respecting people and making sure they agree to care and treatment



- a lot of patients were able to choose which hospital they went to when they knew they needed treatment. Most could not choose but did not mind. 1 patient in every 10 said they would like to choose



- patients thought things were about the same as before for getting information or being involved in decisions



- more people had choice over their social care by using a personal budget or direct payment and councils are spending more on this



- health services are better than social care services at treating everyone equally and fairly. But this is probably because NHS organisations are bigger.

4. Quality and safety of care



The new rules for checking services (essential standards) think about quality and safety.



We have not been using them for long but got some information about how services were doing. We also looked at other information from across England.



What we found out:

- some NHS services and social care services for adults are still not giving good safe care that is right for the person



- a lot of care homes and some NHS hospitals are not in buildings that are safe and right for the service



- we did not tell hospitals we were going to check how they cared for older people. Most were treating them well and giving them good care but 11 were not meeting the rules



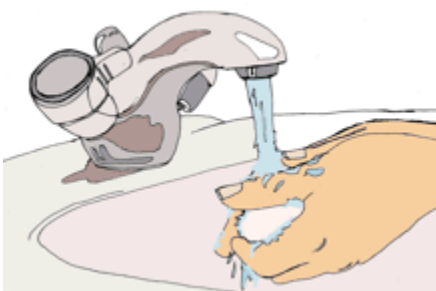
- some NHS services and social care services for adults are still not keeping people safe and giving them their rights



- there were more reports made about patients not being safe. These reports show how health services can learn from their mistakes



- the NHS is getting better at stopping germs and infections in hospital



- more patients say their hospital is clean and staff wash their hands to stop germs spreading



- less patients have to share sleeping areas, toilets or washrooms with people of the other sex



- over 17,000 people aged 16 and over said what they thought about community services for people with mental health problems in 2011



- most of those people thought things were about the same as before. They trusted staff and thought they listened to them but services could be better at involving people in their own care.



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To contact Inspired Services:



www.inspiredservices.org.uk

Where we are



The Care Quality Commission's head office is at
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG

How to contact us



Phone: **03000 616161**
(calls charged at normal rates)



Email: **enquiries@cqc.org.uk**



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