



How we will help services treat people equally

Our plans for 2021 to 2025



Easy read version of 'CQC Equality Objectives: 2021-
2025'



Who we are and what we do



We are the Care Quality Commission (CQC). We check care services like hospitals and care homes.

We check that they are:



- doing a good job and the people who use the services are safe and being looked after properly



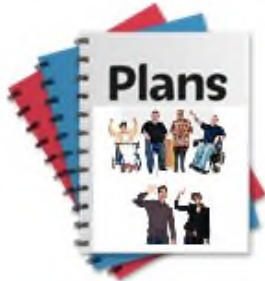
- treating everyone with respect and dignity



- treating everyone equally and fairly.



About this report



This report talks about CQC's plans for 2021 to 2025 on how we can:



- improve the way we check services so that they treat people equally



- improve how we check that services treat their staff fairly – people like care workers, nurses and doctors



- improve how we treat our staff equally.



Coronavirus has shown how important this is for everyone.



Our 5 plans for 2021 to 2025 to help people and our staff be treated equally and fairly



- 1. Help people who are most likely to have a bad experience of care or have difficulty getting care to speak out**



We will:

- Increase the amount of feedback we get from them.



- Improve what we do when we get feedback from people.



- Encourage health and care services to listen to people more – especially those who are more likely to have a bad experience of care.



2. Use feedback and other information better



We will:

- Improve how we get feedback from health and social care staff to find out if they are being treated equally.



- Improve how we use other information to make sure people have equal care. This includes things like surveys, numbers and facts.



- Improve how we use this sort of feedback and information in services, in areas, and across England.



3. Work with others to help make sure everyone is treated equally by services



We will:

- Improve the agreements that we have with other organisations to help make sure everyone is treated equally.



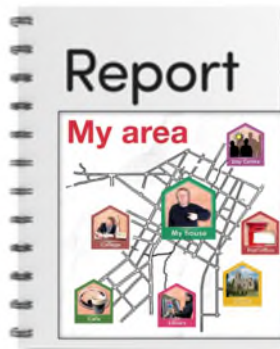
- Give training and guidance to our staff so that they can use feedback about equal care better when working with other organisations.



- Look at how we can share information that worries us with other organisations who may be able to make improvements for people so they get equal care.



4. Use our reports to help make sure everyone is treated equally



We will:

- Include information about equal care in our reports that look at health and social care in a local area.



- Write reports about how safe different groups of people are; particularly those who are most likely to have a bad experience of care.



- Talk about whether people are being treated equally in our reports, highlighting where it is being done well and where it can be improved.



- Use what we learn from these reports to improve how we work.



5. Help all our staff feel that they can make a difference to making sure people are treated equally

We will:



- Work with the government to help make sure they attract people from all backgrounds when they do job adverts and interviews for our Board members.



- Use different ways to make sure our managers and staff know how important it is to understand and think of people from different backgrounds.



- Agree measurements to see whether we have a good spread of managers from different groups, including disabled people, Black people and other groups.



What to do if you have any questions



Email us your general questions at:

enquiries@cqc.org.uk



You can read more about this at:

<https://www.cqc.org.uk/equalityobjectives>



You can call us on:

03000 61 61 61