



## Reporting

Most of the analysis in the State of Care report is generated by CQC

Quantitative analysis of more than 5,000 services

**5,000**

Overall, most services have been rated good or outstanding

## Variation

Good and outstanding quality care is possible despite pressures

Seven per cent of services are inadequate

Leadership is a major factor in the good and outstanding services

All services **7%** inadequate

Adult social care services **60%** good or outstanding

Primary medical services **85%** good or outstanding

## Safety

Safety is a fundamental expectation for people, but it is our **biggest concern**



## Improvement

Half of re-inspected services have improved ratings in six months

**50%**

**7%** deteriorated

Protecting people CQC took enforcement action in

**7%** of all inspections in 2014/15



There are challenges ahead

## Pressure



Money alone is not the solution – strong **leadership** is the key

**94%** of services rated good or outstanding overall also had **good or outstanding leadership**

**84%** of services rated inadequate also had **inadequate leadership**

Good leaders promote a culture of safety and learning from mistakes

Collaboration is important to drive improvements in care

## The future

Put quality of care at the centre of change and innovation

### STRONG LEADERSHIP

- Good communication with staff and people using services
- Skills, experience and visibility
- A positive and open organisational culture
- Learning when things go wrong
- Strong governance

### FOCUS ON STAFFING

- Planning for staff levels and skills mix
- Staff development and training

### CROSS-SECTOR COLLABORATION

- New models of care
- Better data and information sharing
- Looking to the future together

**HIGH-QUALITY HEALTH AND SOCIAL CARE**