

2021

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



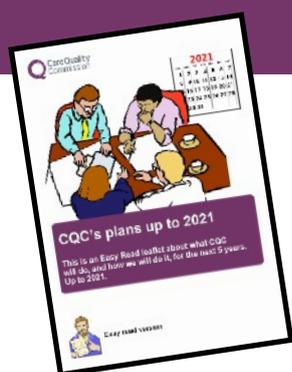
CQC's plans up to 2021

This is an Easy Read leaflet about what CQC will do, and how we will do it, for the next 5 years. Up to 2021.



Easy read version

CQC's plans up to 2021



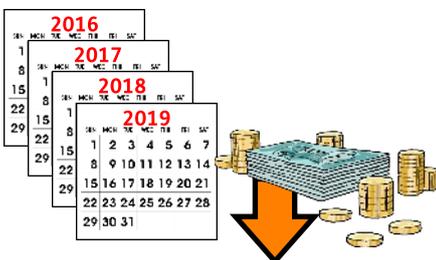
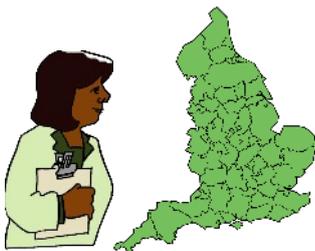
This is an EasyRead leaflet about what CQC will do, and how we will do it, for the next 5 years. Up to 2021.

Our job at CQC is to:

- support health and social care to get better
- and take action to keep people safe.



These plans were made after lots of people told us what they wanted. We also added what we have found out from doing over 22,000 checks of services.



So that people get better care, our work will be:

- aimed at what is most important for people
- together with other people and organisations.

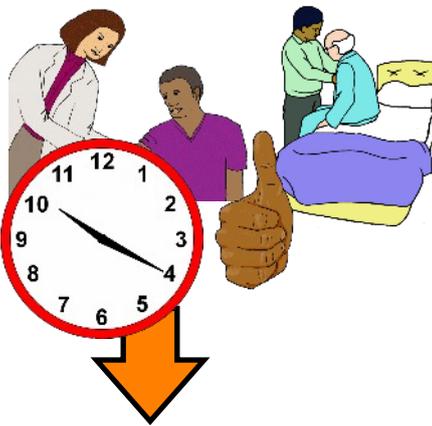
We have nearly finished checking all of the services we look at in England.

When we have finished we will use the things we have learned and what people have told us to look at services where we think care is poor or it has changed.

We will work smarter and faster and tell people what we find out more quickly.

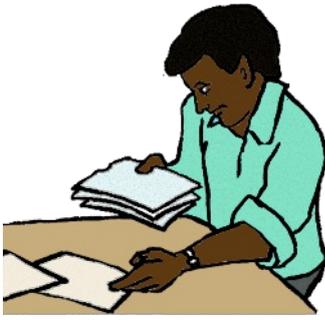
Over the next four years, we will have £32 million less to do our work. So we need to use the money we do have as well as possible.

The main changes



We will:

- put more time into checking services with poor scores and those we think might change
- spend less time in services where care is good and we think will stay good.
- keep a better eye on changes in services by:
 - listening to what people who use services tell us



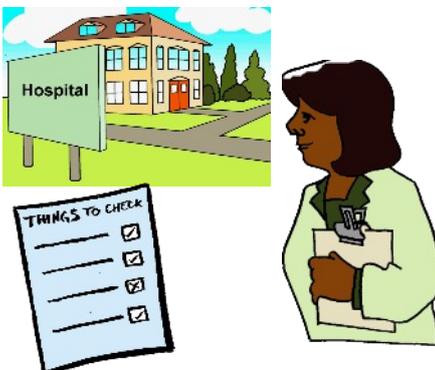
- using what we know about services from our checks



- using information from other organisations.



- do more surprise visits to look at things we think might be going wrong or where services are getting better



- do more checks on new services we think might not know how to give good care before they're set up. And less checks for services that have shown they know what they're doing



- look more at how good the care is that certain groups of people need



- look at how well care services work together in an area



- change how we do our checks on services that have new ways of working



- let people use their computers more when they work with us, rather than using paper forms



- have new scores for how well NHS trusts are using their money.

Checking we treat people fairly



We asked people to tell us if they thought these changes treated people fairly. 200 people replied.

100



About 100 people said they thought our changes would make things better.



A very small number of people thought they would treat people worse.



The rest said they thought they would not make much difference.

We have 7 steps in our plans to treat people fairly, these are:



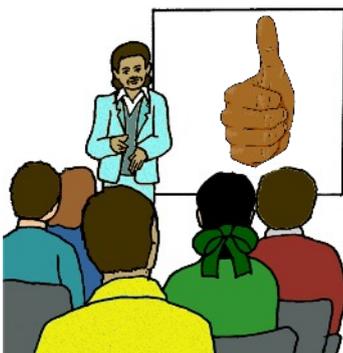
1. make sure everyone in CQC and everything we do sees people's rights as an important part of what we do



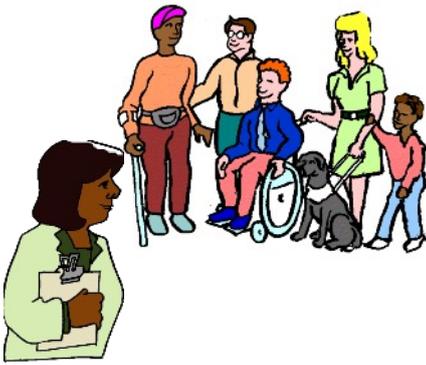
2. get better at getting the stories of people who are more likely not to be treated fairly by care services



3. get better at measuring whether people are being treated fairly



4. do more to make sure people are treated fairly by telling others about the good things we have found



5. do more to check how good care is for certain groups of people and how well their care works together. This will help us find out more about how groups of people are treated fairly in different services



6. use the skills of our staff and support them to learn, think about and do things so more people are treated fairly



7. carry on thinking about treating people equally and fairly when we change how we work.



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