

How good has health care and adult social care been in England over the last year? 2016/17



 Easy Read



Easy read version of: The state of health care and adult social care in
England 2016/17

October 2017

About this report



The Care Quality Commission (CQC) wrote this report.

We check services like:



- care homes
- care in people's homes
- hospitals
- doctors' surgeries.



We make sure they are giving good health and social care to people.



This report looks at what health and social care services were like between the Spring of 2016 to Summer 2017.

The pressure on health and care services

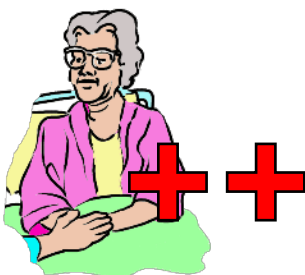


Health and care services in England are under a lot of pressure. It is getting harder to provide health and care services, and more and more people need care.

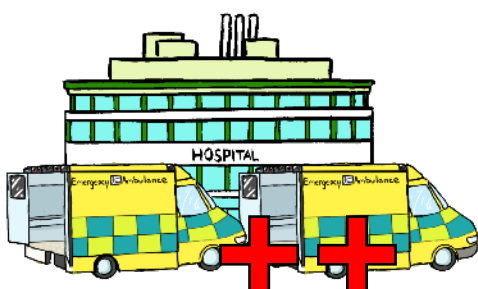


This is because there are more people with illnesses like:

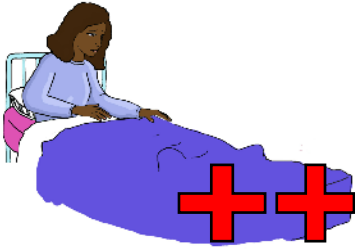
- diabetes
- cancer
- heart disease
- dementia.



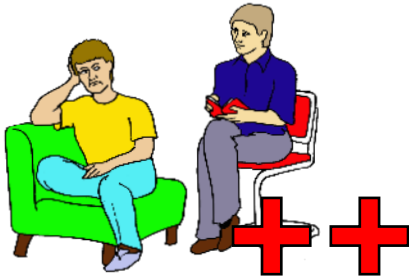
More people are getting older and living with poor health for longer and longer. There are already over 1 million older people who do not get the care they need.



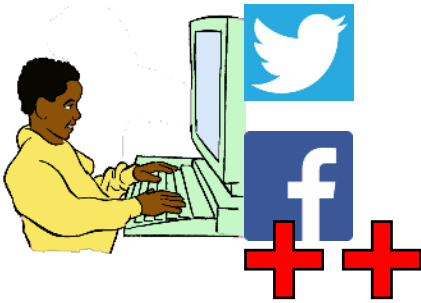
There are more people calling ambulances and going to hospitals.



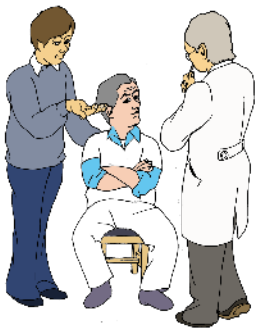
We have been using more hospital beds than we should be since 2012.



There is more demand for mental health services too. At least half of all mental health problems start in childhood.



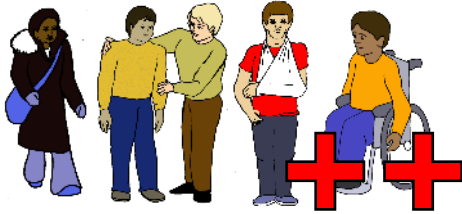
Children and young people are having more mental health problems because of things like social media.



The things we see as mental health problems today may not have been seen as a mental health problem 20 years ago.



The amount of people in mental health wards has gone up a lot in the last 2 years.



More and more people need to use **primary care**. Primary care is healthcare provided in your community like:

- GPs
- Dentists.



They have to work together with other services to make sure people can get the care they need.



Friends and family carers are also working harder. Nearly half of unpaid carers have not had a break in over a year. And 1 in 4 carers have not had a day off caring in 5 years.



The pressure on care staff



There is a lot of pressure on health and care staff because:

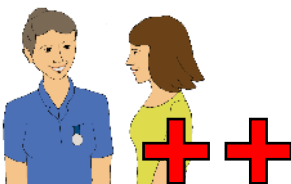
- more people need care
- the care they need is more difficult to give
- there are less people working in care.



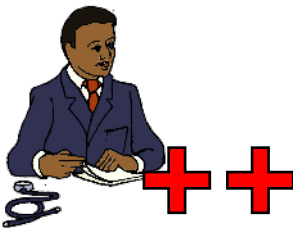
This means staff are working even harder to give good care. This cannot go on.



There are fewer empty beds in hospitals. And people need to wait longer for treatment.



More people are using mental health services. But there are fewer **psychiatric nurses** (nurses that specialise in mental health).



We need more GPs. There are now more GPs but more of them work part time so there are still not enough.



The need for adult social care continues to rise but there are fewer beds in nursing homes.



There is still not enough money for the NHS.

The quality of care in England



We spent 3 years checking all registered health and adult social care services.

We found that care in England is mostly good or **outstanding** (really good).

But a lot of care still needs to improve.

In July 2017 we rated some care as **inadequate** (poor):

- 3 out of 100 NHS services
- 1 in 50 GPs
- 1 in 100 adult social care services
- 1 in 100 NHS mental health services.



We rated some care as **requires improvement** (needs to get better):

- Over 1 in 3 NHS services
- 1 in 4 NHS mental health services
- 1 in 5 adult social care services
- 3 in 50 GPs.



Quality of care is better but there are a lot of differences across services

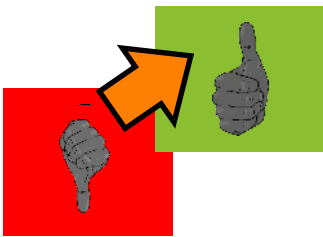


Service providers and staff have worked very hard to make sure people get better care.

They listened to what we found out after our checks. And they made changes to get better.

When we checked services again the ones rated as inadequate got a lot better. This included:

- most of the adult social care services and GPs
- 12 out of 15 NHS hospitals
- all the mental health services.



Some services that were rated as requires improvement were checked again and rated as good.



We have been sharing examples of how services got better. We have been looking at how they did this.



Services with good leadership and happy staff had good patient-centred care.



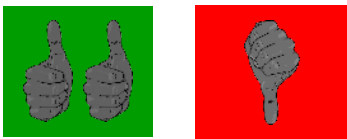
The services that got better:

- had the same ideas about how to do things
- thought about what was going on outside of their service too.

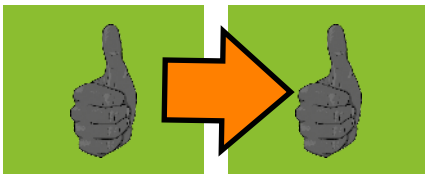


Things got better for people when services:

- worked with people in the community
- involved patients and the public in decisions about services
- worked with partners and local groups.



A lot of services have got better. But some services have got worse.



The services we rated as good mostly stayed good when we checked them again.



But about 1 in 4 mental health services and adult social care services got worse. Some hospitals also got worse. A small number of GPs got worse.



There is also a problem with the difference in the quality of care that people get. And there are big problems when services do not work well together.

Working together to give people better care



It is so important for local health and care services to work together. When services can work together care is often better.



Joined-up care means all the different needs that people have can be met.



And leaders can work together to find new ways to give care. This is making a real difference for people.



But services have different ways of working together. And in some places services struggle to work together.



New technology can help providers find new ways of working that makes healthcare better.



But they must always make sure that care services are safe. To make sure care is always safe providers need:

- good leadership
- good management and an organisation that is run well
- to encourage honesty within the service.



We have found that services do well when they:

- have leaders and staff who believe in treating people equally and fairly and making sure they get their human rights
- work with other people and organisations to provide the best care.





Here is an example of the things that can stop someone getting good health and social care in England.



There is a woman who is 78. She has hip and knee problems and is sometimes forgetful.



She lives in her own home and wants to stay there looking after herself for as long as possible.



But she falls and hurts herself.



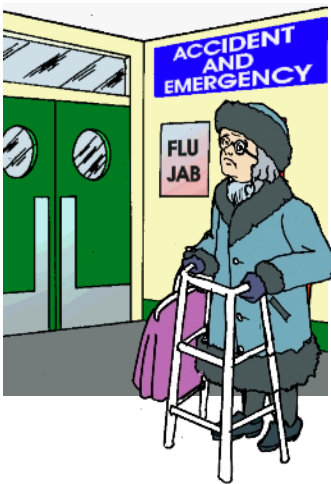
She could be treated at an urgent care centre or by her GP, and then receive care at home until she gets better.



Or she could be picked up by an ambulance and taken to Accident and Emergency (A&E) in hospital.



In the last year, ambulances have had to wait a lot longer at A&E than they should have to.



She might have to wait a long time in hospital before she is allowed onto a hospital ward. In the last year, 2 and a half million people spent longer than 4 hours in A&E.



The hospital she stays at is very busy. Over 9 out of 10 hospital beds were used between January and March 2017. This is more than ever before.



She might have to stay in hospital for longer than she needs to. This could be because the NHS takes longer to treat her.



Or she could be kept waiting for care and treatment to be organised by adult social care (such as care at home or a care home). In the last year, people were kept in hospital longer than they needed to be.



If she needs special care for a long time, she might find it difficult to find a nursing home. There are fewer beds in nursing homes than over a year ago. A lot more nurses are needed in adult social care.



This example shows how important it is that local health and care services must work together so that people get a good experience of care.

How to contact CQC



InspirEd pics

If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

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