



# How we will help services treat people equally and fairly

## Our plans for 2019 to 2021



Easy read version of 'CQC Equality Objectives 2019–21:  
Summary for people who use services'

# Contents

Page



Who we are and what we do

3



About this report

4



Our 5 plans for 2019 to 2021 to help people and our staff be treated equally and fairly

5



1. Help services know how to care for a range of different people in a way that is planned around their needs and what they like

5



2. Help services make changes to make their information easier to use and understand

7



3. Help services have better managers to help treat people equally and fairly

8



4. Help everyone get the same level of care

9



5. Help our staff and people who want to work for CQC to have equal opportunities

10



Involving people who use services

11



What to do if you have any questions

12



# 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.



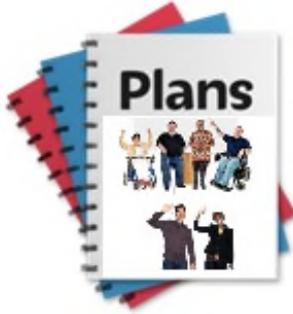
- treating everyone with respect and dignity.



- treating everyone equally and fairly.



# About this report



This report talks about CQC's new plans for 2019 to 2021 on how we can:



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

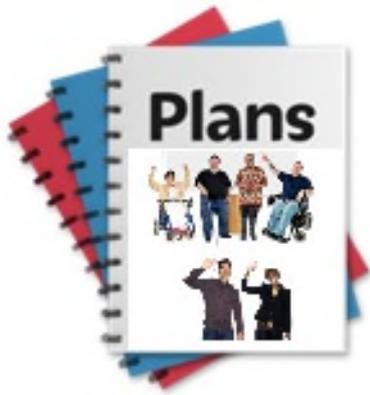


- improve how we treat our staff equally and fairly.



You can read more about our plans for equality and human rights on this website:

<https://www.cqc.org.uk/about-us/our-strategy-plans/equality-human-rights>



# Our 5 plans for 2019 to 2021 to help people and our staff be treated equally and fairly



- 1. Help services know how to care for a range of different people in a way that is planned around their needs and what they like**



We will:

- help our staff, especially inspectors, so they can speak to services about treating people equally and fairly.
- help services to find ways to look after a range of people who have different types of needs so they can give them better care.





- work with an organisation called Skills for Care on this plan for work in adult social care services.



This will build on work we have already done about:



- treating people who use health and social care services who are Lesbian, Gay, Bisexual and Trans people equally and fairly.



- how to support our staff to think about good care for people with different religions and beliefs.



## 2. Help services make changes to make their information easier to use and understand

We will:



- find out where services can improve in following a set of rules called the Accessible Information Standard (AIS),



These rules aim to make information and communication easier – especially for people with a disability.



- work with other organisations to help services get better at following the AIS and share good ways of working.



- improve our information in CQC so that there are more ways for us to contact people and for people to contact us.



### 3. Help services have better managers to help treat people equally and fairly



Services that treat their staff equally and fairly tend to be good at giving care to people.



We will:

- work more on how we check how services are run so that they treat staff and people who use these services equally and fairly.





## 4. Help everyone get the same level of care



People often need to use a number of different health and care services at the same time.



But some groups of people may not find it easy to get these different services at the right time, so their health gets worse.



We will:

- help managers in different services in an area to think about the needs of people in different groups.
- look at problems some groups of people face about receiving the same level of care as everyone else.



For example, people who are Black and others who have a different ethnic background to most people in England can have a problem finding the mental health services.





## 5. Help our staff and people who want to work for CQC to have equal opportunities



At CQC, we want to meet all the different needs of our own staff and treat them fairly.



It will make us a better place to work, and we can be a good example to services we check.



We will:

- help our managers and teams to talk openly about people's differences, and to respect each other.



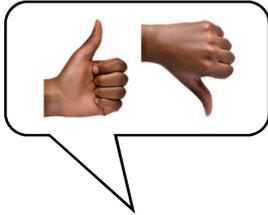
- make sure we are fair when we fill new jobs at CQC.



- improve what we find out about our staff so we know whether we have a range of people with different backgrounds.



# Involving people who use services



We want to improve how people who use services can share with us what happened to them about how they were or were not treated equally and fairly.



We will:



- work on new ways to do this and to talk to people who use services and advocacy organisations.



# What to do if you have any questions



Email us your general questions at:

[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)



Email us about this piece of work at:

[enquiries@cqc.org.uk](mailto: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**