



How we do our job during the coronavirus outbreak

May 2020



Easy read version of CQC's guidance about the emergency support framework



We are the Care Quality Commission.
We check services like hospitals and care homes to make sure they give good health and social care to people.



This booklet tells you how we will work differently while the country is dealing with a new illness called 'coronavirus'. The illness is also called COVID-19.



We have stopped doing our normal inspections to take pressure off health and care services at this difficult time, but we will still make sure that people are kept safe.



We will do this by using a new work process called the 'emergency support framework', which we will use in health and social care services.



We will explain how the emergency support framework works in the rest of this booklet by breaking it down into 4 parts.

1. Getting information



We will continue to get information about services, including what people using services and staff tell us.



We will also get information from services – for example by asking them to fill out surveys about what is happening during the coronavirus outbreak.

2. Talking to services



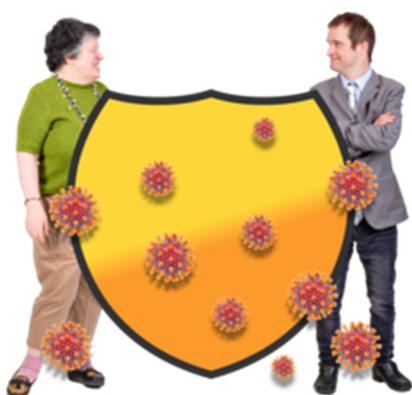
Our inspectors will phone up services to find out how they are managing at this difficult time.



They will use what people and staff told us and the survey information to work out which services they should call first.

On their phone calls, inspectors will talk with the service to make sure:

- People using the service are given safe care and treatment.





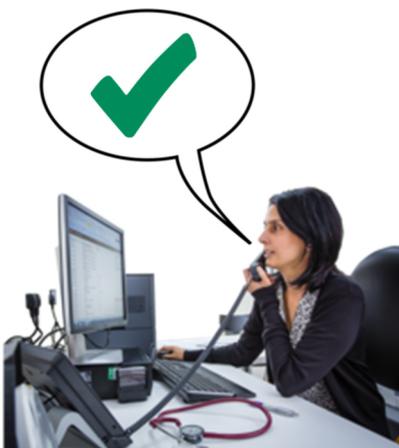
- There are enough staff to care for and treat people safely and respectfully.



- People are protected from abuse.



- The service is able to check the quality of care it gives to people.



The inspector will also share useful information with each service and ask if they need help with anything.



After the phone call, the inspector will send an email to the service that says whether the service is either:



- 'Managing' to cope with the issues talked about.

Or:



- 'Needs support' to manage the issues talked about.



This phone call will not change a service's rating, and we will not put the information from the inspector's phone call on our website.

3. Taking action



Our inspector may have serious worries about a service – either from their phone call with them, or from the information they heard from people and staff, and from the surveys. These worries could be about:



- Abuse of people using the service.



- People's human rights not being supported.

If we have these serious worries, we can decide to take 1 or more of these actions:



- Phone the service again.



- Give them more support to improve.



- Carry out an inspection and write a report about it for our website.



- Take 'enforcement action', where we might tell the service what they need to improve by what date, or tell them to do certain things, like stopping new people from using the service.

4. Sharing information



We will share the information from inspectors' phone calls with services, and from what they heard from people, staff and the surveys, with local and national health and social care organisations, including the government.



This means these organisations can help health and social care services to keep people safe.

Find out more



If you want to give feedback on your care – it can be good or bad – fill out our form at:

www.cqc.org.uk/givefeedback



Or you can call us on:

03000 61 61 61



You can also find out more information about CQC on our website:

www.cqc.org.uk