



How good was health care and adult social care in England in 2019 and 2020?

October 2020



Easy read version of 'The state of health care and adult social care in England 2019/20'



We are the Care Quality Commission (CQC). We check how good health and social care services are in places like hospitals, GP surgeries, care homes and home-care services.



This booklet tells you what we found in these services in England in the last year.



The care that people got from health and social care services this year was mostly good, which is the same as last year.



This year saw the start of an emergency, when lots of people got sick with a new illness called coronavirus.



The 'coronavirus emergency' changed things a lot for people who use health and social care services, or work in them. It mainly made it more difficult.



How good was care before the coronavirus emergency?



3 out of 4 main services in NHS hospitals were good or very good. This is a bit better than last year.



But some services need to improve.



More than half of emergency services and around 1 out of 3 medical care services (which includes care for older people) in hospital needed to improve.



Around 1 out of 4 services for women who are going to have a baby needed to improve.



Hospital wards for people with a learning disability or autistic people got worse, with around 1 out of 8 needing to improve a lot.



Social care services like care homes and home-care services still need to have more attention and money, especially for their staff. Government should do this as soon as possible.



Over 4 million people were waiting for hospital treatment in February 2020.



Some people found it difficult to get good mental health care, especially for children and young people.



What affect did the coronavirus emergency have on people?



All sorts of health and care staff worked really hard to make changes so that people were kept safe.



In hospitals and care homes, sadly a lot of people died of coronavirus.



Services had to make sure they did all they could to stop people catching coronavirus from each other.



This meant that some people living in care homes had to stay in their rooms and not see their family, which made them lonely.



Other people have not had the operations they need for illnesses like cancer and heart disease.



The coronavirus emergency has forced some changes to happen quickly.



This includes GP doctors doing more appointments by phone or video, instead of at their surgery.



This has been good for some people, but bad for others who cannot easily use mobile phones or computers.



Services will need to think which changes are best to keep, and how they can work for everyone.



The coronavirus emergency has affected some groups of people using services and staff worse than others.



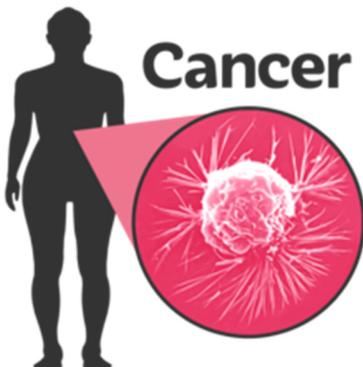
For example, people in these groups were more likely to get ill or die:



- people from Black, Asian or some other backgrounds



- older people



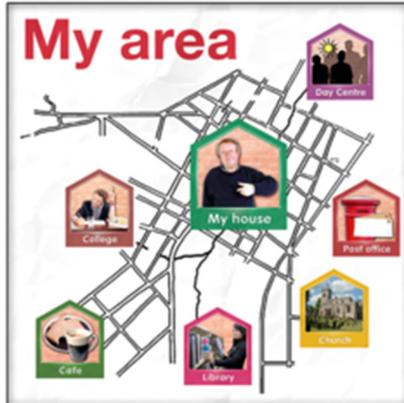
- people with a health condition and other disabilities.



We do not yet understand all the reasons why this has happened, but it does show that not everyone has the same experience of health and social care.



Some local areas have been better at working together and caring for people than others.



Those areas that were doing it well shared information and made decisions together by knowing local people's needs.



What we think needs to happen



New ways of caring for people and keeping them healthy need to be made so that everyone gets the same level of service.



Staff working in social care need to have better conditions now. This means they see social care being a good place to work because:



- they can see it as a 'career', because they can get better jobs when they have more experience and skills.



- they get better training.



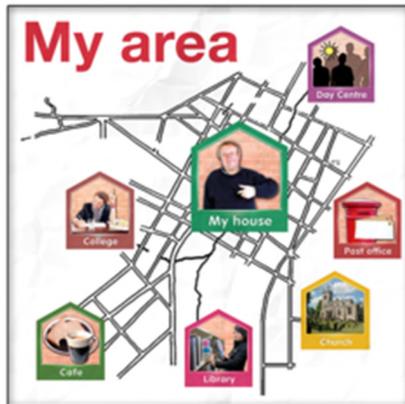
- they feel valued and respected by the whole country for the important job they do.



Hospitals and other services need to start treating people who have had to wait a long time for their care.



Some people have not gone for the treatment they need because they are afraid of getting coronavirus. Health services need to help them feel safer and make it easy for them to contact a doctor.



Some people are likely to need more support from mental health services when the worst stages of the coronavirus emergency are over – especially in the community where they live (instead of in hospital).



Health and social care services should work together and be supported to learn from each other so they can improve.



Find out more

Look at our website here:

www.cqc.org.uk/stateofcare



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

www.cqc.org.uk/share-your-experience



Or you can call us on:

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