

Please tell us what you think about our plans to change how we check services

October 2025



Easy read version of CQC's consultation on improving our assessment framework, how we make judgements and award ratings.

About this booklet

This easy read is written by the Care Quality Commission (CQC).



We check health and social care services like hospitals, doctors' surgeries (GPs) and care homes to make sure they are giving good care to people.



This easy read is about changes we want to make to improve how we check these services and report how good they are.



A consultation is when we ask people to share their views and ideas when we want to make changes.



You must send your answers to us by 11 December 2025



Why are we making changes?



Over the summer, we asked people how we could improve how we check services.



We use a plan to help us do this; we call this our 'assessment framework'.



We also want to improve the way we describe if care is good quality or poor quality.



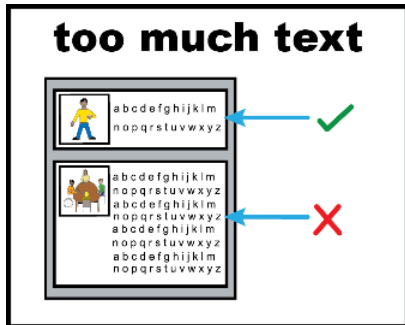
We want to use this to help us decide how good a service is.



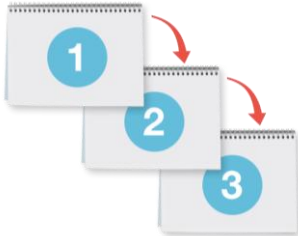
We call this a 'rating'.



**We listened to what people said.
They asked us to:**



- Make our reports easier to understand.



- Stop saying things more than once in our guidance.



- Explain things clearly on our website.



**We then wrote our new plans for
how we could check services.**



**We want your feedback on these
new plans for how we check
services for people (our
assessment framework) and how
we describe what good care looks
like in different services.**



Questions about you



Put a cross in the box next to the answer you want.

Are you:



☐ A member of the public or someone who uses health and care services, like a hospital or care home?



☐ Someone who works in health or care services?



If you would like to describe yourself in a different way, please tell us in the space below:



Do you have a disability or long-term health condition or illness?



☐ Yes






☐ No



☐ I do not want to say

If you said yes to the last question, please tell us about your disability or long-term health condition or illness in the space below:

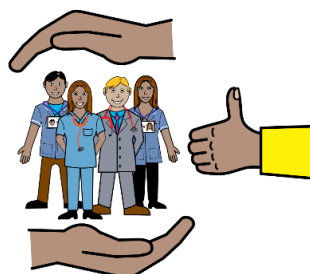


yes	some of it	no
		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Questions we would like your views on

X

You can answer each question by putting a cross in the box next to the answer you want



What we plan to do to improve how we check services:



At the moment, we only describe what a 'good' service is like for people.



We want to clearly explain what each of the 4 ratings mean and not just what a 'good service' is like. That would include:



- Outstanding (very good)



- Good



- Requires improvement
(needs to improve)



- Inadequate (poor)

A survey card titled 'What do you think?' with a question 'Do you think the idea is a good one?' and three response options: 'Yes' with a green smiley face and a checked box, 'Not sure' with an orange neutral face and an empty box, and 'No' with a red sad face and an empty box. A hand is shown writing a cross in the 'Yes' box.

Question 1 – How much do you agree it is a good idea to clearly explain what each of the 4 ratings means to help us check services?



Put a cross in the box next to the answer you want



☐ Fully agree



☐ Mostly agree



☐ Partly agree



☐ Do not agree at all



☐ I do not know

If you would like, please use the space below to tell us why you chose this answer:



Tell us what you think

1. Do you think the idea is a good one?

☐ Yes

☒ No

☐ Not sure



We want to make sure our checks work well for each type of service we look at.



At the moment we use 1 plan (assessment framework) to check all kinds of services like,



- GP surgeries



- Care homes



- Hospitals



But these services are very different. So, we want to have a plan for each type of service. These plans will be easier to understand and use.

Tell us what you think

1. Do you think the idea is a good one?

☐ Yes

☒ No

☐ Not sure

Question 2 – How much do you agree that it is a good idea to have different plans for different types of services?

X

Put a cross in the box next to the answer you want



☐ Fully agree



☐ Mostly agree



☐ Partly agree



☐ Do not agree at all



☐ I do not know

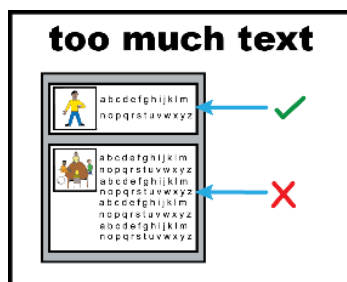


If you would like, please use the space below to tell us why you chose this answer:



We want to make our plans (assessment frameworks) easier to understand.

We will do this by:



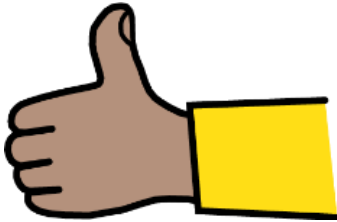
Taking out things we repeat



Using words that are easy to understand for everyone.



Helping services to understand the plans by giving them simple questions to make it easier for them to tell us:



- what they do well



- what they could improve



- what people using the service think.



Question 3 – How much do you agree with our ideas to make our plans easier to understand?

X

Put a cross in the box next to the answer you want



☐ Fully agree



☐ Mostly agree



☐ Partly agree



☐ Do not agree at all



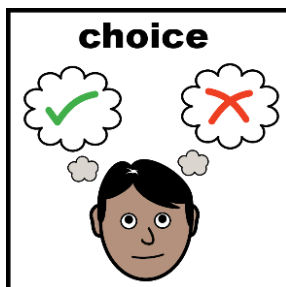
☐ I do not know



If you would like, please use the space below to tell us any other ideas you have about how we can make our plans (assessment frameworks) easier to understand:



Helping our inspectors to do a good job. We want to help our inspection teams to:



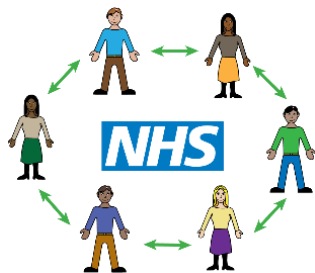
- Make good decisions.



- Write clear and useful reports.

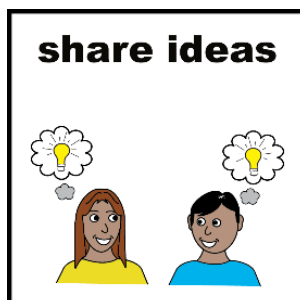


- Look for examples of good work



- Build good relationships with services.

Question 4 – Do you have any thoughts or ideas on how we can do this well? (Write your answer below).

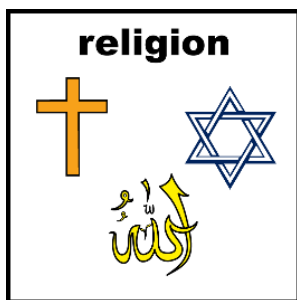


Treating everyone fairly

We have a plan to help us think about how our work affects different people like:



- Older people



- People with different religions



- People of different ethnicities



- Men, women and non-binary people



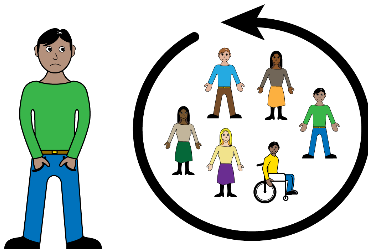
- People with a learning disability



To make things fairer for people who use care services we want to:



- Make our reports about services easy to understand for everyone.



- Talk about unfairness, like racism or discrimination.



- Check for unfairness and try to fix it.



- Follow the law to make things better for staff and people using services.



Question 6 – Will our ideas help to make services fairer for some people?



Could they make things harder for some people?



What else can we do to make things fair?

Please write your answer below.

What happens next?



Thank you for answering these questions.



Please tell us what you think about our changes by 11 December 2025.



To tell us what you think, you, or someone who supports you, can print this document out and write your answers on it.

Then:

- Take a photo of the answers you have written on paper



Or

- Scan a copy of the answers you have written on paper



Or you can:

- Type your answers into this document or a new document.



Then email us the photo, scan or document to us at:

PublicInsight@cqc.org.uk



You can also print and post your answers for free to:
Freepost CQC CONSULTATION



You do not need to put a stamp on the envelope