Our response to Francis report

CQC Chief Executive David Behan said: “Robert Francis’s report is defining for everyone involved in healthcare. People were badly let down by the NHS and those responsible for healthcare regulation and supervision. Our thoughts are with the families who have suffered. This kind of long term failure must not happen again. Read more…

CQC news

Home care services review
The findings of our review of home care services show that good care is being delivered, but a minority of people are affected by late or missed calls, lack of continuity of care workers, poor care planning and more. Read more…

Mental Health act annual report
We published our third annual report on our monitoring of the use of the Mental Health Act (1983) on 31st January. The report is focused on the dignity, involvement, and recovery of people who are subject to compulsory care and treatment. Read more…

Our progress on equality
On 31st January we published a new report called 'Equality matters'. 'Equality matters' builds on our reporting from last year and covers both equality issues in how we regulate services and equality in our workforce. Read more…
CQC and LINks

Monitoring GPs and working with local Healthwatch

Thanks to the LINks that have expressed an interest in getting involved in a short project with CQC on how best to work with and share information on primary care services. There are 10 LINks involved in this project; Brighton and Hove, East Sussex, Islington, Milton Keynes, Poole, Slough, Sutton, Tower Hamlets, Trafford and Walsall. The aim is to highlight examples of LINks work to local Healthwatch and what we hope to achieve by sharing information with each other about these services. If you would like any more information please contact involvement.edhr@cqc.org.uk.

The next stage of our strategy

Thanks to all LINks who have commented on our strategy consultation. We have been listening to what you have told us and are looking in particular at:

- How to change the regulatory approach to make sure we assess leadership, culture and governance of the NHS
- Making sure that there is an environment where professional standards are high and a corporate culture that is people centred, open and encourages people to speak out
- How to work more closely with other parts of the health and social care system – and how to use a wide range of information
- Getting better at listening to what people who use services tell us about the reality of the care they receive.
- Focusing assessment on care quality and personal experience.
- Improving CQC governance

We are setting up an online forum in March 2013 to keep people updated on the next stages of the strategy and to invite you to continue to have your say. If you are interested in getting involved please contact: involvement.edhr@cqc.org.uk.

LINks legacy

Thanks to all LINk representatives who attended our LINks Advisory groups over the last 3 years. Instead of holding a single final advisory group meeting in March, we hope that all LINks will join CQC and other national partners at the LINks legacy events in February. CQC is committed to getting advice and guidance from local Healthwatch to inform CQC's national programme of work from April 2013 (please see the LGA section below). We will be giving more details in our new Healthwatch bulletin after April. Notes of this and previous CQC LINks advisory groups meetings are available from involvement.edhr@cqc.org.uk.

Building contacts with local Healthwatch

We want to make sure that there is no gap in communication between us as LINks transfer to local Healthwatch. If you or someone you know is going to be working in local Healthwatch and would like to receive CQC updates, please send their name, role and which Healthwatch they are going to work for to involvement.edhr@cqc.org.uk.

New project with Regional Voices

We are very pleased to announce a new project we will be running with Regional Voices to improve our communications and involvement with local voluntary and community groups – especially those representing people using mental health and learning disability services, and carers. We will be working with some of the Regional Voices networks during March-June 2013. We hope to extend this work with local Healthwatch once they are established and start to form networks of their own.

Work with learning disabilities

CQC is working hard to follow up the issues raised from our inspections of learning disability services. Part of our work is to build better local contacts with learning disability organisations in a local area – especially those ‘umbrella’ bodies who network with other learning disability organisations.

Please continue to pass this message to your local learning disability organisations and encourage them to get in touch with us at involvement.edhr@cqc.org.uk or ring 03000 616161 and ask for the involvement team.
News from Local Government Association

LINK legacy events - reminder
Regional Voices, LGA, HWE, and CQC are working in partnership to deliver events across England. The regional events will bring together LINK representatives, LINK host organisations, voluntary and community organisations, local authorities and public sector agencies.

They will provide an opportunity to hear how LINKs have been developing their legacy and learn about positive relationships. Delegates will take part in discussions on what a good legacy will look like and explore how the legacy can be used to strengthen relationships. A lot of LINKs attended the first three events, we hope to see more of you at the rest.

27th February, Birmingham
28th February, Leeds

Healthwatch

Healthwatch England regional network events - reminder
We would like to remind and encourage you to attend the last of the launch events Healthwatch England is hosting to bring together the leaders of the emerging local Healthwatch network. The events have been an important opportunity for us to collectively establish the Healthwatch network, create a two way conversation about how we support each other, and to get to grips with some of the practical things we need to focus on in the build up to the network launch.

The remaining event will take place on Monday 25 February in London. For more information and to register your interest in attending this event please go to the events website events website and register your details. If you do not have internet access please call 020 8481 3302.

Feedback from local groups
You can send us views and experiences of any of the services we regulate, or tell us about how they work together in your area. We want to hear from Local Involvement Networks, Overview and Scrutiny Committees, Foundation Trust governing bodies and groups representing people who use health and adult social care services. Read more…

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22/02/2013