



Making sure people are treated equally and fairly

What we did in 2014



This is an easy read version of
Equal measures: Equality report
from CQC in 2014

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People are not being treated equally and fairly in health and social care



We check on care in health and social care places.



How good your care is can depend on who you are.



We have found that people from some groups get treated differently by services.

Are staff treated equally and fairly?



Staff are not always treated equally and fairly.



Some groups of staff are less likely to be given good jobs.



Some groups are more likely to be bullied.



If staff work in places where they are treated unfairly, it is likely that the care given to people is less good.

Making sure services are equal and fair



Making sure services are equal and fair is very important in our work.



Services must make sure care is safe and good for **everyone**.



We will check on this.



We have new questions about being equal and fair for our checks.

Do we treat our staff equally and fairly?



We at CQC asked all our staff if CQC is a good place to work.



Most people think CQC is a good place to work.



Black and minority ethnic (BME) staff think it is good, the same as other staff.



Lesbian and **gay** staff think it is good - more than **heterosexual** staff.



But we need to do more.



We want everyone thinks we are a very good place to work.



There are 2 things we need to think about:

- we do not have enough BME or disabled staff as managers.



- Disabled staff are more likely to say they have been bullied.

What next?



We will make sure that all people are treated fairly and equally when they use health and social care services.



We will focus on:

1. Helping CQC staff learn how to think more about being equal and fair.



They need to think about it in their checks and working with other people



2. checking on race equality for staff working in hospitals



3. Include in our inspection reports about hospitals and family doctors: what is equal and fair for:

- people with learning disabilities



- people with dementia



- people with mental health problems



4. Support our staff to look at what these groups need, when we are inspecting services



- lesbian, gay and bisexual people in care homes and using home care services



- people who have sight or hearing problems in care homes or using home care services



- young disabled people moving to adult services



5. Make sure we are being equal and fair with our own staff



We will work hard to make care good for everyone. No matter who they are.

Hard words

gay - a man who fancies and loves other men

lesbian - a woman who fancies and loves other women

heterosexual - - a woman who fancies and loves men, a man who fancies and loves women.

Family doctors – these are sometimes called GPs



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