

Our new rules for checking health and adult social care services

Original document title:
Guidance about compliance: Essential
standards of quality and safety, what
providers should do to comply with the
section 20 regulations of the Health and
Social Care Act 2008

easy read

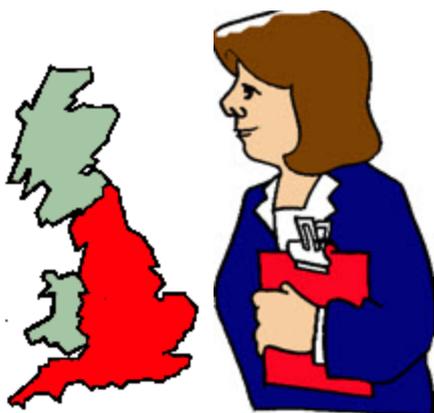
Before you begin

There are some hard words in this paper. You might want support to read it.

What the words mean

We have explained what the harder words mean the first time they appear. We have also put them in a list at the end of this paper. We have made these words **blue** in the paper.

About the Care Quality Commission



We check all health and adult social care services in England.



It is our job to make health and social care services better and get rid of unsafe or bad ways of working.



We also want to make sure people have the information they need to make choices about their health and social care.



We are independent – this means we are not part of the Government so can speak up for the rights of people who use health and social care services.



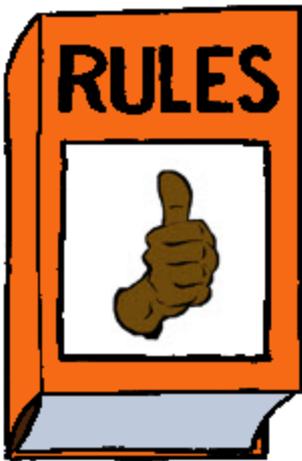
We work with all **service providers**. **Service providers** are the people who run the services.

What is this about?



From April 2010, all health and adult social care service providers must **register** with the Care Quality Commission.

Register means to be on a list that says you are allowed to do your work.



To do this, service providers must show they are meeting new **standards** of service. **Standards** are rules that people follow to make sure their work is good enough.



We have written a guide that tells service providers what they need to do to meet the standards.



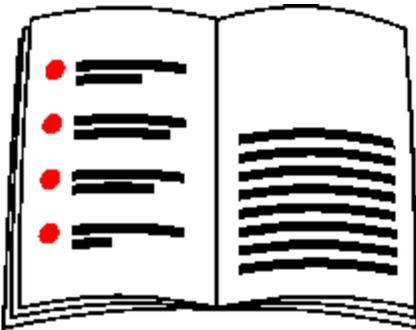
This is for all health and adult social care services – in hospitals, care homes, people’s own homes, or anywhere else that care is given.



We asked people what they thought about the guide.



They told us they liked the idea of the register.



They wanted the guide to be clearer and for us to explain the rules more.



We have made changes to the guide to do this.

We will use the guide to decide if:



- a new service provider can register
- a service provider can stay on the register



- a service provider should be stopped from doing some of their work or be taken off the register.

What is in this guide

The guide is in 6 big sections.

Each section will say:

- What people using services should get
- How service providers will make sure this happens.

The sections:

	Page
	A. Treating people the right way 7
	B. Care, treatment and support 11
	C. Safety 14
	D. Staff 20
	E. Service levels 22
	F. People running the service 29

A Treating people the right way

1. Respecting people

People using services should:

- be allowed to take part in decisions about their care



- be treated with dignity and respect.



Service providers will make sure this happens by:

- letting people take part in decisions about their care



- making sure people understand about the care they are getting





- treating people properly and well



- supporting people to care for themselves when they can



- supporting people to choose how and where they want to live



- supporting people to say what they think about how the service is run.

2. Agreeing to care and treatment

People using services should:



- understand and agree to the care and treatment they get.

Service providers will make sure this happens by:



- having ways to help people understand and agree to their care and treatment.

3. Paying for services

People paying for services should:



- know how much they have to pay

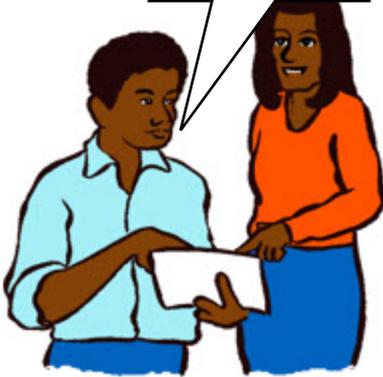
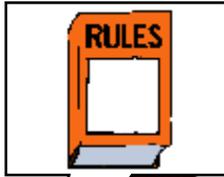


- know when they have to pay.



Service providers will make sure this happens by:

- giving people details about what they have to pay



- letting people know about any rules to do with paying for their care.

B Care, treatment and support

4. Looking after people



People using services should:

- be given the right care to meet their needs
- be given the best care possible.



Service providers will make sure this happens by:

- working out what people's needs are
- giving people the service they need in a safe way
- checking that they are giving up-to-date care and treatment.



5. Food and drink



People using services should:

- be given all the food and drink they need.



Service providers will make sure this happens by:

- supporting people to eat and drink what they need



- giving people food and drink they like and to meet their different needs



- making sure the food and drink they offer is good for people.

6. Service Providers working together



People using services should:

- get good care from all their service providers.

Service providers will make sure this happens by:



- working together so that people get the care and treatment they need. This could be when:



- service providers share the care of a person; or



- people change from one service provider to another.



- sharing information when they need to.

C Safety

7. Keeping people safe

People using services should:

- be kept safe from harm and danger
- have their **human rights** respected. **Human rights** are the rights that every person has no matter how different they are.



Service providers will make sure this happens by:

- taking action if they think someone is being harmed
- making sure all staff know what to do to keep people safe





- doing what is needed to keep people safe. Sometimes people using services can be a danger to other people.

Staff will deal with them in a way that is best for everyone. Making sure no-one is hurt or put in danger.



8. Stopping infection

People using services should:

- know that the service has rules to stop infection.



Service providers should:

- protect people from infections



- keep buildings and equipment clean.

9. Giving medicine

People using services should:

- be given their medicine at the right time and in the right way.



Service providers will make sure this happens by:

- handling medicines safely



- giving the right medicine to the right people at the right time



- following any rules about giving medicine to people.

10. Buildings



People using services, staff and visitors should:

- feel safe wherever the services are given.

Service providers will make sure this happens by:



- checking that their buildings are safe for everyone
- having buildings that are right for the service



- following any rules about what the buildings need to make them safe.

11. Equipment and furniture

People using services, staff and visitors should:



- have safe equipment and furniture to use
- have equipment and furniture that meets their needs.

Service providers will make sure this happens by:



- having equipment and furniture that:
 - is what is needed
 - is looked after properly
 - is used properly



- is comfortable



- helps people to look after themselves



- is there for everyone to use.

D Staff

12-14. Having the right staff



People using services should:

- be happy that they are getting the right care from the right staff.

Service providers will make sure this happens by:



- choosing staff with the skills to match people's needs



- having enough staff to do the work



- making sure staff are properly trained. Giving them more training when they need it



- supporting staff to do their job well



- staff are registered if they need to be.

For example, nurses need to be registered with the Nursing and Midwifery Council to be able to work



- checking that staff are doing their job properly



- getting rid of staff who do not do their job properly.

E Service levels

15. Services people can get



People using services should:

- know that the Care Quality Commission knows what services each service provider gives.

Service providers will make sure this happens by:



- telling the Care Quality Commission what services they give



- letting the Care Quality Commission know about any changes to their services.

16. Checking the services

People using services should:

- know that they are getting the best and safest services.



Service providers will make sure this happens by:



- checking people are getting good services



- making the services as safe as possible for everyone



- getting help from others when they need it



- using what they are told to make services better.

17. Complaints and comments

People using services should:



- know that they will be listened to



- that action will be taken when it is needed.



Service providers will make sure this happens by:

- having ways to deal with complaints and comments



- letting people know what to do if they want to complain or comment



- supporting people if they want to complain or comment



- dealing with all complaints and comments in a good and fair way.

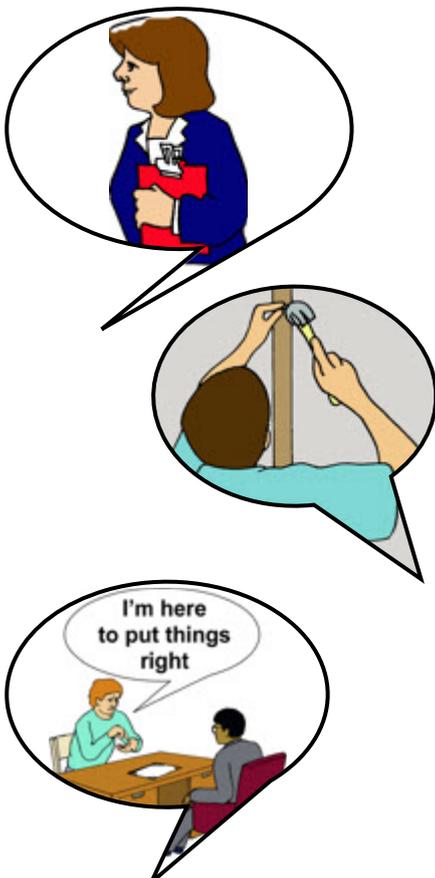
18-20. Other service information

People using services should:



- know that service providers report to the Care Quality Commission to let them know how the service is working
- know that anything to do with health and safety will be reported to the Care Quality Commission.

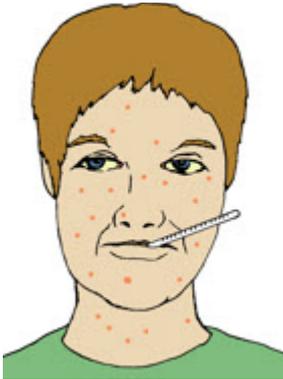
Service providers will make sure this happens by:



- reporting information to the Care Quality Commission on:
 - how they are checking that services are working
 - giving details about any safety problems
 - giving details about any complaints they have had and what they did about them.



- reporting to the Care Quality Commission for things like:
 - death of someone using the service



- injury or bad illness



- danger to someone using the service

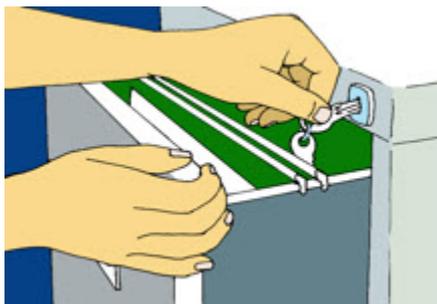


- police looking into the service



- staff doing something bad.

21. Keeping records



People using services should:

- know that their private details will be kept safe

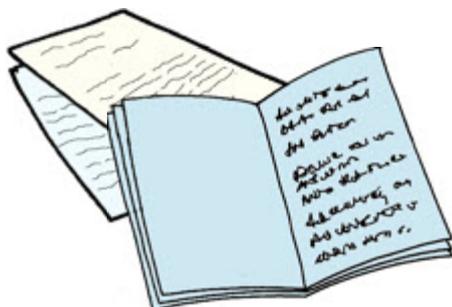


- be happy that private details are used to make sure they get the right care and treatment.

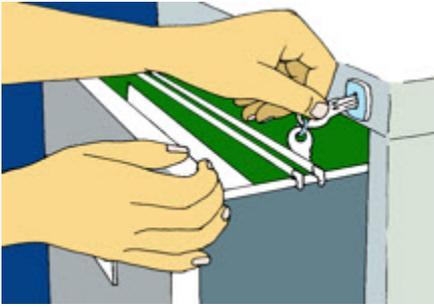
Service providers will make sure this happens by:



- keeping records of care and treatment for all people using their services



- keeping any other records the Care Quality Commission asks them to



- keeping records safe



- making sure that staff can get to the records when they need to



- getting rid of records when they no longer need them.

F People running the service

22-23. Service Providers



People using services should:

- have their needs met by the right service and the right people.



Service providers will make sure this happens by:

- having the right staff for the work. People who:



- can be trusted

- are fit to do the work



- have the right skills for the work.

24-25. People in charge

People using services should:

- know that the people in charge are running the service properly



- know that they are getting care and treatment from people trained to do the work.



Service providers will make sure this happens by:

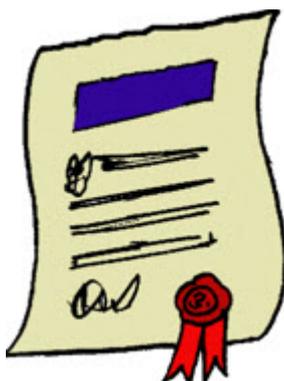
- having the right people in charge. People who:



- can be trusted



- are fit to be in charge



- have the right skills to be in charge.



- having staff that are registered



- having staff that are properly trained.

26. Having the money to run the service

People using services should:



- be happy that the service provider has the money to run its services properly.



Service providers will make sure this happens by:

- showing that they have the money to run their services.

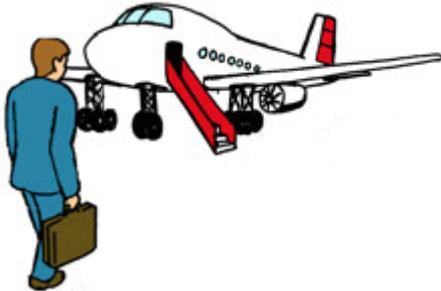
27. What happens when the person in charge is not there



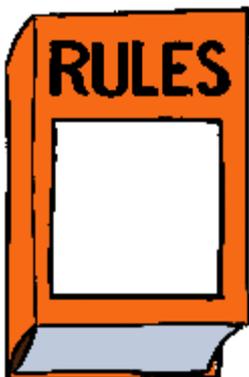
People using services should:

- be happy that the service will meet their needs even when the person in charge is not there.

Service providers will make sure this happens by:



- telling the Care Quality Commission:
 - if the person in charge is going to be away for a long time



- how the service will be run while they are away

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
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29	30	31				

- when they are back at work.

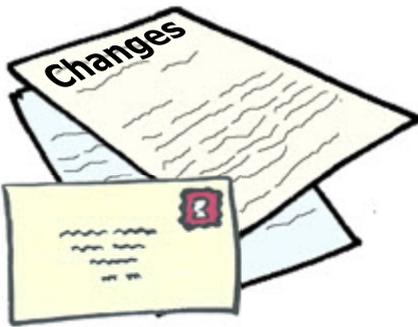
28. Changes to the service



People using services should:

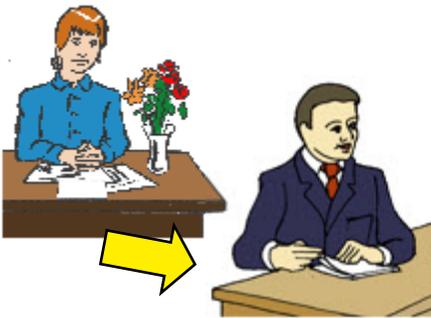
- know that any service changes will affect their care or treatment.

Service providers will make sure this happens by:



- telling the Care Quality Commission:

- when there are any changes to the service



- when there are any changes to the people running the service



- if there are any money problems with the service provider.

What the words mean

Human rights

are the rights that every person has no matter how different they are.

Register

means to be on a list that says you are allowed to do your work.

Service providers

are the people who run the services.

Standards

are rules that people follow to make sure their work is good enough.



Credits

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Where we are



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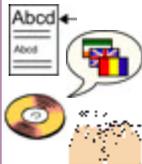
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