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1



**New ways of regulating
the sector: Let's talk
about how we want to
work with you**



Debbie Ivanova, Deputy Chief Inspector for People with a learning disability and autistic people
The Autism Show, 14 June 2021

2

Our role and purpose



The Care Quality Commission is the independent regulator of **health and adult social care** in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



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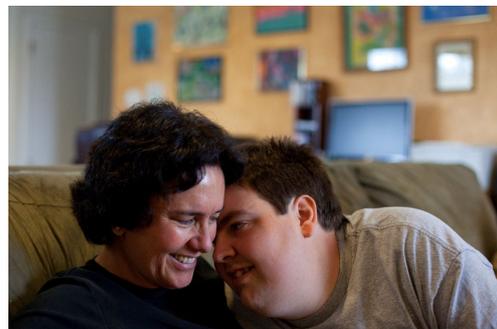
Scope of regulation

- **23,556** adult social care services
- **145** NHS acute hospital trusts
- **272** independent acute hospitals
- **74** NHS or independent community health providers or locations
- **10** NHS ambulance trusts
- **101** Independent ambulance services
- **201** hospices
- **54** NHS mental health trusts
- **239** independent mental health locations
- **10,873** dental practices
- **6,676** GP practices
- **162** Urgent care and out of hours

Source: The state of health care and adult social care in England 2019/20

Our 5 key questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive?
- It is well-led?



4

4

What brought us to today?

- We've seen too many times over the past few years that people with a learning disability and autistic people aren't getting access to the right care.
- [Prof. Glynis Murphy report](#) – both independent reports have now been published and recommendations about how we need to improve our regulation are being taken forward.
- [Closed Cultures](#) – Our closed cultures work is about creating the right methods and policies for at risk services, and the work to transform these services is about implementing what we know needs to change, for the benefit of people with learning disabilities and autistic people using services.
- [Out of sight who cares review](#) – focused on the use of restrictive practices such as: restraint, seclusion and segregation. The review shares experiences from people who have been failed by the health and social care system. And highlights the targeted support needed for the care of people with learning disabilities and autism.

5

5

How we are moving forward

- Making sure we only register the right services — **I use services that support me in the way I want to live and where I want to live.**
- Making sure we support services to improve and take the right action where they don't — **I will not be asked to move to a service that isn't safe, I won't be expected to continue to live in a service that doesn't meet my needs.**
- Making sure we influence the improvement of pathways and wider healthcare of people with a learning disability and autistic people — **I can access local services that meet my needs and get the right healthcare when I need it.**



6

6

Ensuring the right services are regulated or registered

Right support, right care, right culture

- Are the right services registered?
- Are services registered for the right things?
- Supported living regulation



Right support, right care, right culture

How CQC regulates providers supporting autistic people and people with a learning disability

October 2020

7

7

Responding to risks swiftly and taking appropriate action

- **Inspections** are focusing on the experiences of people who are living there
- **Framework and tools** to support this
- The introduction of the new **Quality of Life Tool**
- Our reports will reflect what the service is like for **people to live in**
- Taking the right action to support services to **improve**
- Taking the right action when people are **not safe**

8

8

Influencing pathways and healthcare

- We will:
 - **Report** on our findings of how people with a learning disability, who live at home, have been supported during COVID
 - **Understand** how other services (like GPs, dentists and hospitals) can better support people with learning disabilities and autistic people to get the right care
 - **Understand** how people move between services at different points in their life
 - **Improve** your local health and care system so that the right services are available at the right time

9

9

How we involve you

- Being part of an inspection
 - Experts by Experience
 - During inspection as a user of a particular service
- Give feedback on care
- Join our public online community
- Join a local group
- Take part in a consultation



BETA This is a new form. If you find something wrong with it, [tell us and help us improve it](#)

Give feedback on care

Use this form to tell us about:

- an experience of care - it can be good or bad
- a concern about a service you work for

This is different from making a formal complaint. To [make a formal complaint](#), you must contact the service itself.

! Call 999 if there's an immediate risk of harm or abuse

[Start now >](#)

Your feedback helps make care better

We use what people tell us to understand the quality of care they get from services like care homes, care agencies, hospitals and GPs. It helps make care better for everybody.

We look at it alongside other information. For example, information from the service itself or what we found when we last visited them.

We only cover services in England.

<https://www.cqc.org.uk/give-feedback-on-care>

10

10

Laura's experience



11

11

Pause and reflect; let's take to the polls



12

12

Our strategy

Built on four interlinked themes that set out the changes we will make.

We'll review our strategy regularly so we can be flexible and adapt to changes in health and care.



13

13

What would you like me to have at the front of my mind over the next 6 months?



www.menti.com and use the code 7599 5817 or you can use the below QR code



14

14

Thank you and questions?

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