



Tell us about care in your Neighbourhood

Does it meet the standards
everyone has a right to
expect?

A partnership between Neighbourhood
Watch and the Care Quality Commission



Introduction

We are the Care Quality Commission (CQC), the independent regulator of health and adult social care services in England. We make sure health and social care services – including GP surgeries, hospitals, and care homes – provide you with safe, effective, compassionate, high-quality care and we encourage care services to improve. It's CQC's job to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings, to help you choose care.

Neighbourhood Watch and CQC

We know that as Neighbourhood Watch scheme members, you are invested in building safe and friendly communities. CQC wants to ensure everyone has access to safe, effective and high-quality care, but we can't do it alone.

As active members of your community, we need your help to ensure that care in your neighbourhood is meeting standards. CQC inspectors can't be everywhere at once, and we rely on people like you to give us feedback. It's everyone's responsibility to help ensure health and social care is safe.

Ratings

In most cases, our inspection reports include ratings. These can help you to compare services and make choices about care.

There are four ratings that we give to health and social care services: outstanding, good, requires improvement and inadequate.



Outstanding

The service is performing exceptionally well.



Good

The service is performing well and meeting our expectations.



Requires improvement

The service isn't performing as well as it should and we have told the service how it must improve.



Inadequate

The service is performing badly and we've taken action against the person or organisation that runs it.

By law, care providers have to display the ratings we give them. They must display them in the places where they provide care, somewhere that people who use their services can easily see them. This might be the main entrance to a hospital or the waiting area of a GP surgery.

They must also show their ratings on their website, if they have one.

Fundamental standards

The fundamental standards are the standards below which your care must never fall. You – a loved one, friend or neighbour – have the right to expect the following standards:

Person-centred care: You must have care or treatment that is tailored to you and meets your needs and preferences.

Dignity and respect: You must be treated with dignity and respect at all times while you're receiving care and treatment. This includes making sure:

- You have privacy when you need and want it.
- Everybody is treated as equals.
- You're given any support you need to help you remain independent and involved in your local community.

Consent: You (or anybody legally acting on your behalf) must give your consent before any care or treatment is given to you.

Safety: You must not be given unsafe care or treatment or be put at risk of harm that could be avoided.

Safeguarding from abuse: You must not suffer any form of abuse or improper treatment while receiving care. This includes:

- Neglect
- Degrading treatment
- Unnecessary or disproportionate restraint
- Inappropriate limits on your freedom

Food and drink: You must have enough to eat and drink to keep you in good health while you receive care and treatment.

Premises and equipment: The place where you receive care and treatment and the equipment used in it must be clean, suitable and looked after properly.

Good governance: The provider of your care must have plans that ensure they can meet these standards.

Staffing: The provider of your care must have enough suitably qualified, competent and experienced staff to make sure they can meet these standards.

Duty of candour: The provider of your care must be open and transparent with you about your care and treatment. Should something go wrong, they must tell you what has happened, provide support and apologise.



How to complain

CQC doesn't manage formal complaints except for those related to the use of powers under the Mental Health Act. This is because we don't have the powers to investigate or resolve them. If you are unhappy with care or treatment you have received you have the right to:

- make a complaint;
- have that complaint investigated; and
- be given a full and prompt reply.

By law, all health and social care services must have a procedure for dealing efficiently with complaints. Ask the service you want to complain about for a copy of their complaints procedure. This will tell you who to contact, how they will handle your complaint and how they will learn from it.

You can make a complaint by email or letter, in person, or on the phone. If you make a complaint by phone or in person, the service should give you a written copy of your complaint. It is usually a good idea to keep a record of what you said, who you said it to and what they said. The service you complain to should let you know how long they think it will take to investigate your complaint and respond to you.

Tell us

We don't take up formal complaints ourselves, but we still want you to tell us about your experiences of care. Your information is valuable to us. It helps us decide when, where and what to inspect.

We use the information when we are inspecting health and social care services to make sure that they are meeting the fundamental standards. If they are not, we take action against those responsible.

You can find details of the ways you can contact CQC to tell us about your care on the back cover of this leaflet.

Thank you

CQC believes that everyone has the right to safe, effective and high-quality care. We want to thank the members of Neighbourhood Watch for your involvement in ensuring our communities are safe and friendly places to live. We encourage you to help ensure health and social care in your community remains safe and effective by sharing your experiences with CQC.

How to contact CQC

Fill in our online form at



<http://www.cqc.org.uk/share-your-experience-finder?NWatch>



enquires@cqc.org.uk



Call CQC 03000 616161

Write to us at:

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Follow us on Twitter: **@CareQualityComm**

Please contact us if you would like this leaflet in another language or format.