



About the Care Quality Commission



Easy Read



About the Care Quality Commission



This easy read booklet tells you about the **Care Quality Commission**.



We make sure there are good health services, and good social care for adults in England.



We check up on services run by the NHS, local councils, private companies and voluntary organisations.



And we speak up for the rights of people kept in care by a law called the **Mental Health Act**.

Who we are



The Care Quality Commission was set up on 1 April 2009.



Before this there were 3 different groups checking up on care:



The Healthcare Commission,



CSCI, and the Mental Health Act Commission.



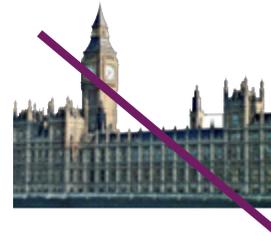
Their work is now done by the Care Quality Commission.



We will also check up on NHS services like hospitals and ambulance services.



They will need to show us they are keeping patients safe from health bugs or *infections* like **MRSA**.



We are *independent*, which means we are not part of the Government.



This means we can always speak up for the rights of people using care services.

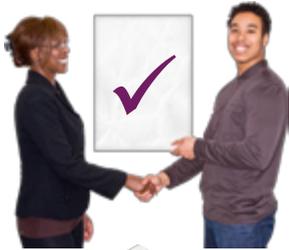
What we do



Our aim is to make health and social care better for everyone.



We send out *inspectors* to check up on services.



We work with services to help them get better.



We work with local councils who often plan and pay for services run by other organisations.



We work with the Government to help them plan better health and social care services across England.



We look out for the rights of people who are kept in care by the Mental Health Act.



We make clear information that helps people make choices about their care.



We write reports so people know if services are good quality and value for money.



And we ask people who use services to tell us what they think.



Sometimes people go along with our inspectors to check up on services.

High Quality Care



We know the kind of things that make care services good. We call this *high quality care*.



Services should support people to be healthy and *independent*.



People who need care, and their families should get good information and choices.



And services should look at the *individual needs* of each person.



Registration



Every health and adult social care service must **register** with us before they can start.



We keep a list of every health and adult social care service.

We help services get better.



But if a service is not good enough, we can give them a **warning**, or make them pay a **fine**.



We can even close services down if they are really bad.



From April 2010, we will start a new way of registering care services.



This will make it much easier to see how good services are, and to **compare** one service with another.



How to contact us



Phone

03000 616161



Email

enquiries@cqc.org.uk



Website

www.cqc.org.uk



London Head Office Address

Care Quality Commission

Finsbury Tower

103-105 Bunhill Row

London

EC1Y 8TG