Care Quality Commission

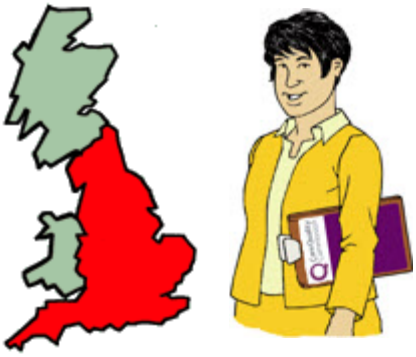
What to expect from your NHS Hospital

Changes to the rules about NHS Hospital Trusts

Original document title:
What standards to expect from the regulation of your NHS hospital
- An introduction to important changes to the regulation of NHS hospitals

EasyRead

About the Care Quality Commission



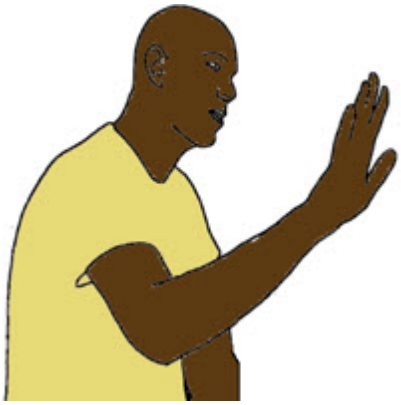
The Care Quality Commission (CQC) makes sure people in England get better health and adult social care services.

It is our job to make services better and get rid of unsafe or bad ways of working:

- we **license** services – this means they have to meet our rules about quality and safety before they can treat or care for people

- we keep checking to make sure people who run health and adult social care services are meeting our rules

- we make services better by working with people who use them and organisations that run them



- we act quickly to stop bad care

- we make sure we think about people who use health and adult social care services in everything we do.

Care Quality Commission

We are independent. This means we are not part of the Government.

The care services we check

- health treatment for adults and children including hospitals, ambulances and mental health services.

In the future we will also check GPs and dentists

- care for people over 18 in residential homes, the community and people's own homes.

  This is usually for people who are **vulnerable** and need extra support to keep them safe and healthy

- services for people who are being treated under a law called the Mental Health Act

- care from the NHS or from healthcare organisations that are not run by the NHS.

About this leaflet

This leaflet is for anyone who needs treatment or care in an NHS hospital. It is about:

- changes to the way we check NHS hospital services

- the new **standards. Standards** are rules that hospitals have to follow to make sure their work is good enough

- how we will check hospitals are meeting these standards

- the care you should get from NHS hospital services.

What is changing for NHS hospitals?

- there is a new law about checking health and social care in England

- this law has 16 new rules called **essential standards** for hospitals

- NHS hospitals have to meet these standards about quality and safety

- the Care Quality Commission now license health care services that meet our standards. We will check that they keep meeting them

- there are lots of things we can do if NHS hospitals do not meet these standards

- the standards say what everyone should expect from NHS hospital services.

What the 16 new standards of quality and safety mean for you

1. Being involved

You should:

- always be involved in decisions about your care

- be treated with privacy, dignity and respect.

2. Agreeing to care and treatment

You should:

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

3. Looking after people

You should:

- be given the right care to meet your needs and support your rights

- be given the best care possible.

4. Food and drink

You should:

- be given all the food and drink you need.

5. Service providers working together

You should:

- get good care from all your service providers.

6. Keeping people safe

You will:

- be kept safe from harm and danger

- have your **human rights** respected. **Human rights** are the rights that every person has to be treated in the same way.

7. Stopping infection

You will:

- be in a safe hospital that is free from **infection**. **Infection** is when germs make you ill.

8. Giving medicine

You should:

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

9. Buildings

You will:

- be kept safe in a hospital that you can access easily, and that will help you get better.

10. Equipment

People using services, staff and visitors should have:

- safe equipment to use.

11. Having the right staff

You should:

- be happy that you are getting the right care from the right staff who have had the right training.

12. Having enough staff

There should:

- be enough staff to support and keep you safe.

13. Supporting staff

You are supported by staff who:

- are properly trained
- get more training when they need it

- are supported to do their job well.

14. Checking the services

Your hospital keeps checking its services to make sure they are safe.

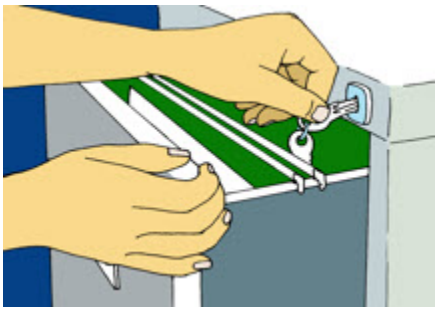
15. Complaints and comments

If you complain you should know:

- you will be listened to

- something will be done about your complaint.

16. Keeping records



You should know:

- your private details, including your health records will be kept safe and private

- your records will be right.

How is this different from before?

- we look at the care people get - not just the way they are provided

- we listen to what people using health services tell us. We want them to help us check if hospitals are meeting the new standards

- we check how NHS hospitals are meeting the standards now – not what they have done before

- we can do lots to put things right if we find out that a hospital is not good or safe

- we will keep the information on our website up to date so people can see if services get better or worse.

Find out about your local NHS hospital

You can find out how well your local NHS hospital is working with the new rules by looking at our website:

www.cqc.org.uk

You can also read reports that say how well different parts of the hospital are doing.

If you cannot use the internet, you can talk to our local staff.

Telephone: **03000 616161** to find out how to contact them.

How to tell us what you think

You can help us decide if your NHS hospital gives good safe care.

Please tell us about things they are good at, as well as things they need to do better.

You can tell us what you think by talking to Care Quality Commission staff in your area.

To find out how to contact them please:

Telephone: **03000 616161**

or

Email: **enquiries@cqc.org.uk**

You could also contact one of these local groups who will make sure they tell us what you think:

LINk

- your Local Involvement Network or LINk representative.

  You can find out more about them at:

  www.nhs.uk/NHSEngland/links

- if your hospital is a Foundation Trust you can talk to the Board of Governors

PALS

- your local Patient Advice and Liaison Service (PALS).

  You can find out how to do this at:

  www.pals.nhs.uk

We cannot help you to complain about something that has happened just to you.

You need to contact the NHS hospital that you want to complain about.

You can find out more about your rights at:

www.nhs.uk/NHSConstitution

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