




# Your views on changes to the way that we check health and adult social care services

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|    | <h2>What is this about?</h2>   |
|  | <p>Over the last year and a half, the Care Quality Commission, or CQC, have put over 20 thousand <b>service providers</b> on a list to say that they are allowed to do their work.</p> <p><b>Service providers</b> are the people who run health and adult social care services.</p> |
|  | <p>We have also checked thousands of hospitals, care homes, dentists and other services where care is given, to make sure that they are following the government's rules about quality and safety.</p>   |



And we have worked with all the people who provide care to make sure that poor care is dealt with quickly.



## **Our plans for improving our checks**



We have listened to members of the public and service providers, and we are now planning to make some changes to the ways that we check health and adult social care services.



We want to be clearer about how we decide that a provider is not meeting the government's rules, and what we will do about it.

So we are changing two of our guides that say how we'll do this.



We also plan to visit services to check, or inspect, them more often:



- We plan to inspect most social care services, private healthcare services, NHS hospitals and NHS ambulance services at least once a year.



- We also plan to inspect at least 1 other type of NHS trust service each year, such as community health clinics.



- We plan to inspect dentist services at least once every 2 years.



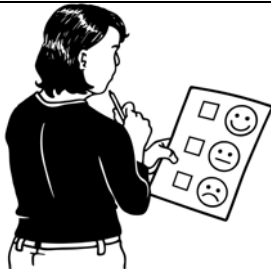
Our inspections will concentrate on areas in a service that we think are most likely to stop people receiving good or safe care.



We will continue to do 3 different types of inspection:

- Ones that we plan to do regularly
- Ones that we do because we think, or have heard, that there might be problems
- Ones that look at a particular area of care (like food and drink in all hospitals)

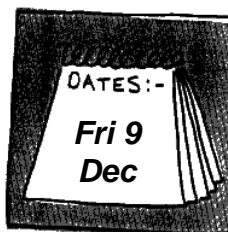
With almost all these inspections, we will not let the service know that we are coming, so that we see it on a 'normal' day.



## Your views



We want to find out more about what members of the public, service providers, organisations that buy services or speak up for people who use services think about our new plans.



Please send us your views before Friday 9 December 2011.

You can do this:

- By filling in our form on your computer at this website link:  
[www.cqc.org.uk/yourviews/consultations.cfm](http://www.cqc.org.uk/yourviews/consultations.cfm)





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