



What standards you have a right to expect from the regulation of your care home

About this booklet

This guide is for you if you (or a member of your family or a friend) receive care, treatment or support in a care home in England.

Care homes provide residential care for people with long or short-term health conditions, older people, disabled people, people with learning disabilities, or people with drug or alcohol problems. Some care homes also provide nursing care.

The guide helps you understand what standards of care you have a right to expect in a care home and what to do if you experience poor quality care.

This guide explains how we work to make sure that care homes meet national standards of quality and safety and the action we can take if we find care homes are not meeting standards.

About us

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 provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

We 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 people choose care.

We also protect the interests of vulnerable people, including those whose rights are restricted under the Mental Health Act.

We put the views, experiences, health and wellbeing of people who use services at the centre of our work, and we have a range of powers we can use to take action if people are getting poor care.

Registering and inspecting care homes

By law all care homes in England are responsible for making sure that the care they provide meets national standards of quality and safety.

We register care homes if they can show us that they are meeting the national standards.

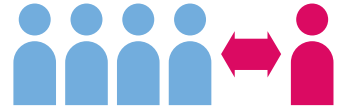
If care homes are not registered with us, they will not be able to provide services.

We inspect care homes to make sure they are meeting the national standards. We can inspect a care home at any time if there are concerns about the care it provides. Our inspections are almost always unannounced.

If we find a care home isn't meeting the standards, we take action and then re-inspect it.

On the following pages we summarise what you should expect when a care home is meeting the national standards of quality and safety.





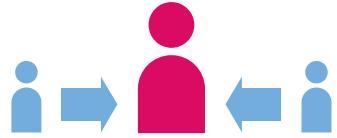
1 You can expect to be respected, involved and told what's happening at every stage

- You, or someone acting on your behalf, will be involved in discussions about your care, treatment and support.
- You will get support if you need it to help you make decisions and staff will respect your privacy and dignity.
- You will be given opportunities, encouragement and support to help you live as independently as possible.
- Before you receive any examination, care, treatment or support, you will be asked whether or not you agree to it.

Example

Harpal recently moved into adult residential care. He has autism which affects his communication and social skills. As part of the process of moving into residential care, the care home developed a personal care plan for Harpal. Harpal was fully involved in contributing to it, as was his mother, at his request.

The care plan details Harpal's personal preferences for things he likes to do for fun along with information about specific needs relating to his religion. The care home encourages Harpal to be as independent as possible and he is supported to take part in local community activities. Harpal can ask for changes to be made to his personal care plan at any time.



2 You can expect care, treatment and support that meets your needs

- Your personal needs will be assessed to make sure you get safe and appropriate care that supports your rights.
- You will get the care that you and your social care professional agree will make a difference to your health and wellbeing.
- You will get the food and drink you need to meet your dietary needs.
- Your care needs are coordinated if you move from one care provider to another.
- Staff respect your cultural background, sex (gender), age, sexuality (whether you are a lesbian, gay, bisexual or heterosexual person), religion or belief, and your disability, if you have one.

Example

Alice was diagnosed with Alzheimer's four years ago. After a recent spell in hospital, she and her husband George decided that she would move into a residential care home. The residential care home Alice and George chose was fully briefed by the hospital about her medical and personal needs – her room was adapted to keep her safe, and her GP was consulted and involved throughout. As Alice is a vegetarian, this was recorded in her care plan and the home added a vegetarian option to the daily menu.

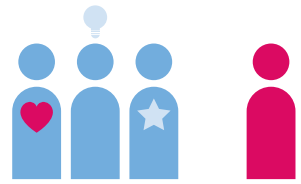


3 You can expect to be safe

- You will be protected from the risk of abuse, and staff will respect your human rights.
- You will be cared for in a clean environment where you are protected from the risk of infection.
- You will get the medicines you need, when you need them, and in a safe way.
- You will be cared for in a safe and accessible place.
- You will not be harmed by unsafe or unsuitable equipment.

Example

Olive lives in a residential care home. Along with many of the residents, she takes several prescribed medicines. The home always makes sure she has her medicines at the right time and in the way they should be taken. The home has an audit system in place to monitor the levels of medicines they have in stock so that they can quickly spot when supplies are running low and re-order in plenty of time.

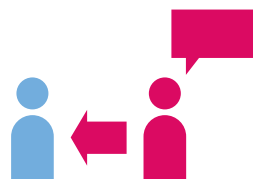


4 You can expect to be cared for by staff with the right skills to do their jobs properly

- You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs.
- There will always be enough members of staff available to keep you safe and meet your needs.
- You will be looked after by staff who are well managed and have the chance to develop and improve their skills.

Example

A care home provides care for 23 people, and a number of them have dementia. All staff have had a Criminal Records Bureau (CRB) check and the home's management take a systematic approach to recording references and evidence of staff qualifications. All staff have the necessary training and skills to be able to care for people with dementia. Staff move and handle people appropriately and training records show that professionally-registered staff are meeting training requirements.



5 You can expect your care home to routinely check the quality of its services

- The managers of your care home continuously monitor the quality of their services to make sure you are safe.
- Your personal records, including medical records, will be accurate and kept safe and confidential.
- You, or someone acting on your behalf, can complain and will be listened to. Your complaint will be dealt with properly.

Example

Jane lives in a care home for people with learning disabilities. The care home provides information on how to make a complaint about the care she receives. The information is produced in an easy-read format so that she can understand it.

Residents and their family and friends are encouraged to raise any concerns with staff, and they feel confident that staff will investigate concerns thoroughly and learn from complaints to improve the care they provide.

What to do if you think your care home is not meeting national standards

If you, or someone you care for, experiences poor care you can:

- raise your concerns with the care home, including making a formal complaint; and
- tell us about the matter.

Raise your concerns with the care home

If you have concerns about the care being provided by a care home, the first thing you should do is tell the management of the home. If your concerns cannot be resolved straight away, you can go through their formal complaints process.

By law, every care home must have an efficient procedure for dealing with complaints. If you are not happy with the way the managers of the home deal with your complaint, you can contact your local council if they pay for your care.

If you are not satisfied with the response from the care home or the council, you can contact the Local Government Ombudsman by phoning **0300 061 0614** or go to www.lgo.org.uk. This applies if you pay for your own care or if the council pays for it.

Find out more in our complaints booklet on our website.

Tell us

Our role as regulator means that we do not settle individual 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.

When we find that a care home is not meeting the standards we will take action. You can tell us about concerns even when you do not want to make a complaint to the care home. We also want to hear about good experiences of care.

The best way to get in touch with us is by filling in our 'Share your experience' form online at www.cqc.org.uk. You can also phone us on **03000 616161** or write to us at the address shown on the back of this guide.

You can also tell us about your experience of care through a local support group such as your local Healthwatch.

How we carry out inspections and take action

When we carry out an inspection we talk to people and look at their experiences of care, as well as checking systems and processes. We often involve other experts in our inspections, including people with experience of care. We call these people 'experts by experience'.

If we think that a care home isn't meeting national standards, we take action. We make the care home tell us what they will do to put things right. We can also:

- issue fines or formal warnings;
- stop the home from accepting any new residents; and
- suspend or cancel a care home's registration.

We publish any formal action we have asked a care home to take on our website at www.cqc.org.uk.

We update our website when the care home has made the improvements needed to meet national standards.

How we keep you informed

On our website at www.cqc.org.uk we publish details of how the care homes we regulate meet national standards of quality and safety. You can search for any care home to check how it is performing against the standards you have a right to expect.

You can also sign up to receive:

- an email from us when we inspect, and publish reports on, care homes you are interested in; and
- our monthly e-newsletter to get the latest news from us.

The screenshot shows the Care Quality Commission website interface. At the top, there is a navigation bar with the CQC logo and the text 'Information: For the public For organisations we regulate'. Below this is a search bar with the placeholder text 'Care home name, location or postcode' and a dropdown menu for 'All types of care home'. A callout box points to the search bar with the text 'Search by name for your care home'. The main content area is titled 'Your care home' and includes a section for 'Our latest checks on standards' and 'Our Inspector's assessment of what people say about this care service'. A callout box points to the 'Please tell us your experience' link with the text 'Click here to tell us your experience at this care home'. The inspection results table shows the following data:

Standard	Overall
1 Standards of treating people with respect and involving them in their care	✓
2 Standards of providing care, treatment and support that meets people's needs	✓
3 Standards of caring for people and protecting them from harm	
4 Standards of staffing	
5 Standards of management	

A callout box points to the first two rows of the table with the text 'Summary of how the care home is meeting the standards according to our most recent check'. The table also includes a 'standards you have the right to expect' logo.

Other booklets available from our website

- What standards you have a right to expect from the regulation of your hospital
- What standards you have a right to expect from the regulation of your care home
- What standards you have a right to expect from the regulation of agencies that provide care in your own home
- What standards you have a right to expect from the regulation of your dental practice

How to contact us

Call us on: **03000 616161**

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

Look at our website at:
www.cqc.org.uk

Write to us at:
**Care Quality Commission
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA**



Follow us on Twitter:
@CareQualityComm

Read more and download this booklet in other formats at:
www.cqc.org.uk/carehomestandards

Scan this code on your phone to visit the site now.



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

