



To: National Quality Board

For meeting on: 1 February 2017

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Report for:

Decision	Discussion	Information
	X	

TITLE: Quality Matters - A shared commitment to high-quality, person-centred adult social care

Summary:

Adult social care can positively transform people's lives. It can support people to retain more independence, improve their wellbeing, and reach out to others.

However, social care services are facing complex challenges that, in turn, risk having a negative impact on the people who rely on care and support. In this context it is perhaps not surprising that quality is variable. While there are a high number of good services, there is also some unacceptable care that has a profound impact on people using those services.

A coalition of commissioners, providers, people who use services, professionals and staff, and regulators and national bodies have now come together to build the foundations for working together more effectively to enable adult social care quality to improve, and to sustain good-quality care.

The initial output of this collaboration will be a document – currently titled *Quality Matters - A shared commitment to high-quality, person-centred adult social care*. This commitment sets out a shared understanding of what quality is and how everyone involved in adult social care will work together to create the conditions for high-quality care and support services.

Recommendations / Action(s) requested:

1) **Consider:**

- a. What existing / previous work could we learn from or build on?
- b. How can we make sure the NHS is engaged?
- c. Who else needs to be involved?

2) **Review** the draft document and return any comments to the CQC **by 7th Feb 2017**

ALB Involvement in development and sign-off of paper:*

							
X							

ADDENDUM

A link to *Quality Matters - a shared commitment to high-quality, person-centred adult social care* will be provided here once this document has been published by the CQC.

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Quality Matters

A shared commitment to high-quality, person-centred adult social care

National Quality Board
1 February 2017

What is *Quality Matters*?

- **A document** that sets out:
 - a single shared vision of what quality is for adult social care
 - why the sector and people who use services, their families and carers need to come together to improve quality
 - a shared set of (initial) priorities to tackle the quality gap in ASC.
- **More than a document:** a broad coalition of partners coming together to take concrete action on quality, built around a shared view of what quality is.
- CQC supporting the work on behalf of a wider collaborative (see appendix 1).
- Minister supports the direction of this work.

What are we trying to achieve?

1. Champion the importance of high-quality care and support by **placing a spotlight on adult social care and the people who use the services, their carers and families**. This helps to create a sense of urgency around the need to address the impact of the quality and sustainability of care on people who use services, and a recognition of the long-term contribution that adult social care makes to people, communities and society.
2. Support commissioners, providers, people who use services, professionals and staff, and regulators and national bodies to have a **shared understanding of what good quality care is** and what needs to be done to improve it.
3. Agree shared priorities for quality improvement in adult social care with a shared commitment to **taking collective action** to address them.
4. Foster **stronger and more effective partnerships** working across agencies, building on our existing relationships and commitments, ensuring a stronger foundation for future joint action (for example, setting up governance structures with citizens sharing power).
5. Achieve **collective action** that helps **create the conditions for improvement** in the quality of care.
6. Ultimately, see an **improvement in quality** (measured and celebrated), that makes a real difference to the lives of people using adult social care.

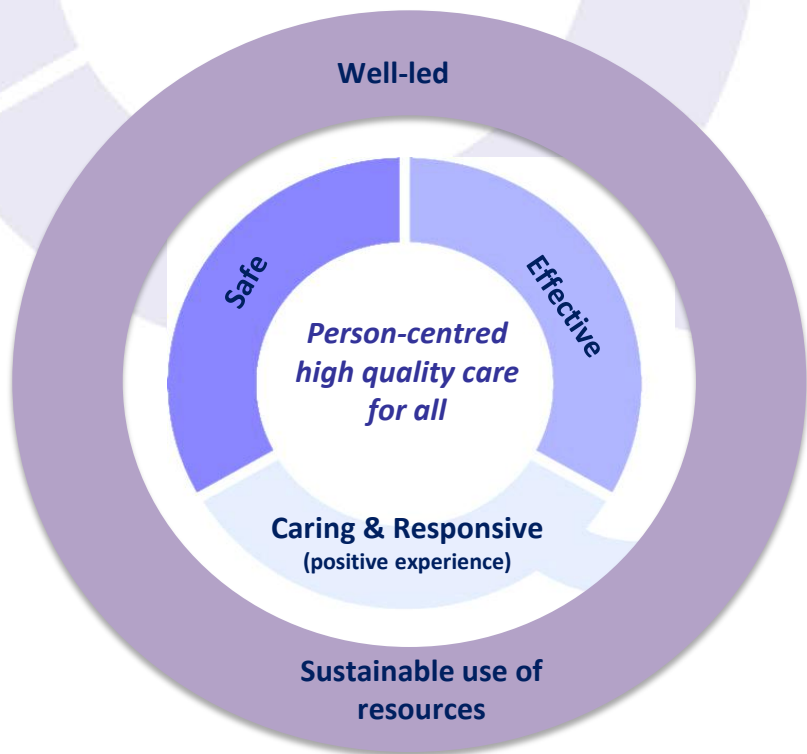
Why now?

- **ASC makes a critically important contribution to people, communities and the economy:**
 - Care and support services can transform for the better the lives of people living with disabilities, long-term health conditions and older age, as well as the lives of their relatives and friends.
 - ASC also makes an important contribution to our economy: estimated to contribute at least £20 billion to the economy* and it employs over 1.5m people – more than the construction industry, transport industry or food and drink service industry*.
 - ASC is not just about the impact it has on the NHS, although that has been the focus of recent debates.
- **But the quality and sustainability of adult social care is at risk:**
 - More and more people rely on care and support services
 - People's needs are becoming more complex
 - Resources have been constrained
 - Recruitment and retention of high-quality staff remains a significant challenge.
- **As a result, quality is highly variable (see appendix 2), and there are problems with some poorer quality providers failing to improve over time.**

*Reference: IFG GHK and Skills for Care, *The economic value of the adult social care sector in England*, 2013.

We're promoting a shared view of quality that aligns across health and social care

We're using the single shared view of quality established by the National Quality Board in recognition that people do not live their lives in a healthcare or adult social care silo:



Next steps

For *Quality Matters*

- Further refinement of the *Quality Matters* document.
- Sign-off from *Quality Matters* working group and constituent organisations by late Feb.
- Pre-launch event mid-March.
- Document published mid-May.
- Working group re-framed as implementation group to oversee the delivery of priority action identified in *Quality Matters* document.

For the NQB's work on adult social care quality

- Proposal: March 1 workshop session focusing on how the interface between adult social care and healthcare influences quality.

Questions for the NQB

At the next NQB meeting we will have an opportunity to explore some of the wider opportunities and challenges at the interface between adult social care and health care.

Focusing today on the *Quality Matters* work:

- 1. What existing / previous work could we learn from or build on?**
- 2. How can we make sure the NHS is engaged?**
- 3. Who else needs to be involved?**

Appendix 1: Who is involved?

National and Representative Organisations' Working Group

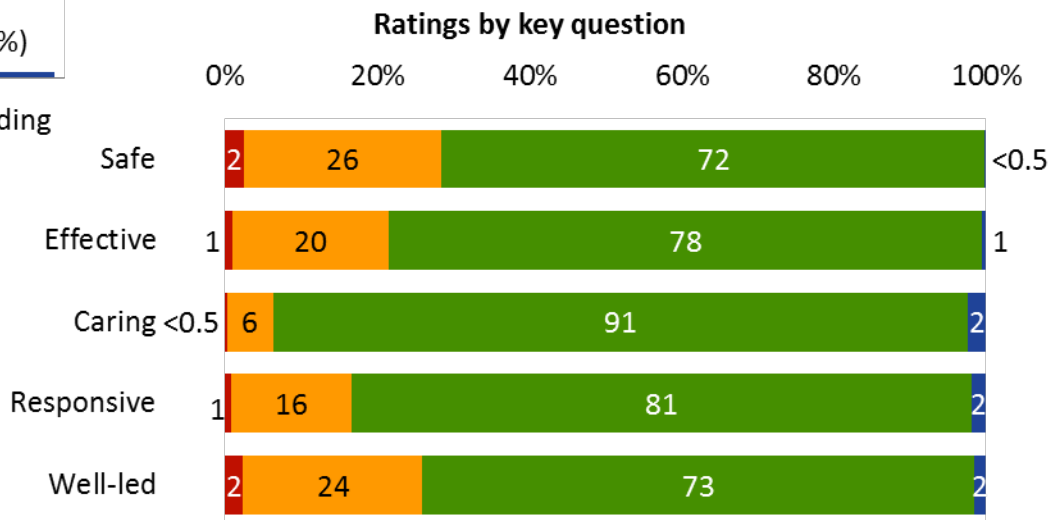
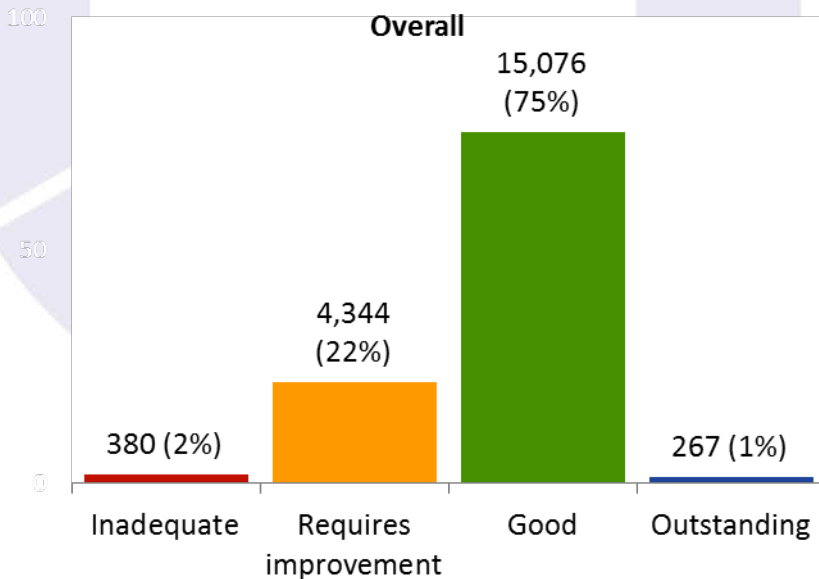
- ADASS
- Care Providers Alliance
- Care & Support Alliance
- CQC
- Department of Health
- Healthwatch England
- Learning Disability England
- Local Government Ombudsman
- NHS Clinical Commissioners
- NICE
- Skills for Care
- Social Care Institute for Excellence
- Think Local Act Personal

Other organisations involved to date include (not an exhaustive list):

- Academy of Medical Royal Colleges
- Age UK
- Alzheimer's UK
- Association for Real Change
- British Association of Social Workers
- Care England
- Care UK
- Carers UK
- Citizens Advice Bureau
- Disability UK
- Independent Age
- Local Government Association
- Mental Health Provider Forum
- National Care Forum
- National Care Association
- National Voices
- NHS Digital
- Registered Nursing Home Association
- Relatives and Residents Association
- Shared Lives Plus
- UK Homecare Association
- Volunteering Matters
- Professional regulators
- Wide range of provider organisations

Appendix 2: ASC provider ratings

Current ratings published up to 7th January 2017



Note: Figures in chart are percentages