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Regulation and Quality

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Influences on the quality of services

- What people who use services tell us
- Providers
- Commissioners
- Operation of the market
- Regulation of services





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Commissioning

- ❑ Strategic, long-term view of services needed
- ❑ Tension between efficiency and personalised care
- ❑ Encourage new services/ develop market
- ❑ Responsible for whole of community



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Improvement



- ❑ Care providers meeting national minimum standards - from 22% to 45% - 2002-2005
- ❑ On average care homes met 72% of standards in year to 1 April 2005



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Inspecting for Better Lives

Changes in the statutory regulatory framework will affect:

- ❑ Style and frequency of inspections – risk-based and proportionate; key, random and thematic inspections
- ❑ Introduction of a quality rating for all services
- ❑ Our reports on services
- ❑ How providers tell us about their plans to improve

There will also be changes to:

- ❑ how people who use services are involved in our work



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What will success look like

- ❑ Focus on improvement, not compliance
- ❑ Better experience for people and stronger voice
- ❑ Innovation encouraged
- ❑ Sector grows and changes to meet demands



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Conclusion

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- ❑ Need to ensure providers recognise responsibilities
- ❑ Can't "inspect in" quality
- ❑ But can – work with providers to clarify need for improvements and assess if made



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