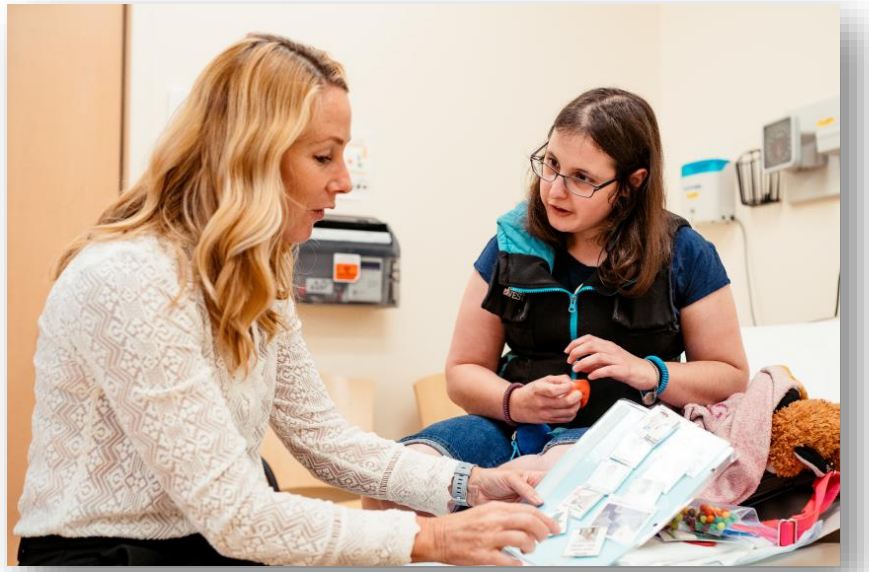
Keynote:
Changing cultures of care

Debbie Ivanova
Director for people with a learning disability and autistic people

Learning Disabilities and/or Autism: Enabling Change-Delivering Improvement, 1 December



Our role and purpose

The Care Quality Commission is the independent regulator of health and adult social care 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

The Challenge

How do you know what's happening in your service?

Are you sure closed cultures aren't developing?

Are you doing everything you can to ensure the people in your care are safe and receiving good quality care?

Are you ensuring person-centred, culturally appropriate, and considerate care is being delivered?

What have we found?

Out of sight – an update

March recommendations update: four of 17 recommendations partially met and 13 not met.

We found that:

- There are still too many people in hospital
- Once in hospital they often stay too long
- In hospital they do not always experience therapeutic care and are still subject to too many restrictive interventions.

State of Care 2021/22

- House of Lords report published Oct 2021, raised concerns that since 2012 government targets have not been achieved. That's **10 years**.
- Substantial proportion of **registration applications refused** based on inappropriate models. We've also taken more enforcement action over the last year.
- **We welcome the government's Building the Right Support Action Plan**, pub July 2022

Alexis Quinn

Systems are overwhelmed and so are people

Where is your ambition?

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Where is the outrage that Panorama is *still* finding poor care?

Systems are overwhelmed and so are people

We found that seeing things from **a human rights perspective can help reduce the use of restraint significantly**

Those questions again….

- How do you make sure your checks are effective?
- How do you support staff to feel skilled and valued?
- How do you check people’s values on recruitment?
- How are you focusing on the right environment to meet people's needs?
- Have you considered just how loud your environment is?
- Are you listening to people?
- Are you listening to frontline staff?
- Are you talking to other organisations to see how they are supporting people well?
- What have you put in place to support people to have the experience they need?
- What are you doing to focus on positive cultures in your service?
- Where is your ambition?
- Where is the outrage that Panorama is *still* finding poor care?

Closed cultures

How do you make sure you recognise each person's humanity every day?

- What do you **see**?
- What do you **hear**?
- What do you **read**?
- How do you **respond**?

Closed cultures and restrictive practice

Losing sight of humanity makes a culture of dependence on restrictive practice more likely

- Do you always identify when you're using restrictive practice?
- How well are you monitoring the use of restrictive practice?
- To reduce restrictive practice means doing more of something else.

Recognise, respect, respond

Everyone should recognise, respect and respond in order to deliver good care and treatment for people with a learning disability and autistic people.

Recognise – each person's individuality

Respect – the humanity and rights of each individual

Respond – to their needs and aspirations

What are CQC doing differently to do this?

What we want to achieve – Registration

Making sure we only register the right services. **I use services that support me in the way I want to live and where I want to live.**

- *Right Support, Right care, Right culture* is….
  - ✓ properly understood by planners and commissioners
  - ✓ Clear in Statement of Purpose and inspection reports
  - ✓ Talked about **before** a service is set up
  - ✓ Used across all our regulation
- Supported living ….
  - ✓ Is no longer a loophole
  - ✓ Improvement coalition set up

Getting registration right

- We need to ensure we can identify and prevent problems before they occur

- We're adding new conditions to registration to strengthen our ability to assess proposed services for people with a learning disability and autistic people against Right Support, Right Care, Right Culture

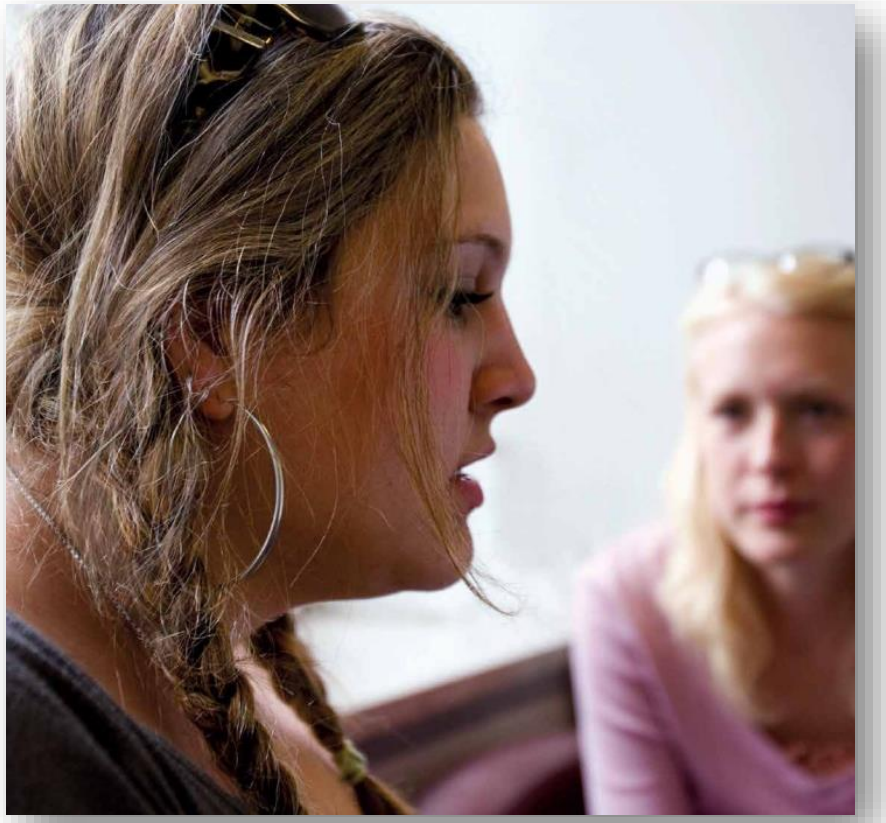
- This will happen before providers can deliver specialist care, support or treatment to people with a learning disability or autistic people

Getting under the culture on inspections

Inspections focus on the experiences of people living in the service

- Inspection teams of the right people
- Observation at the heart of the process
- Reviewing restrictive practices used
- The introduction of the new **Quality of Life Tool**
- Communication tools **– Talking mats** pilot

Our reports will reflect what life is like for people in that service



Taking the right action

Making sure we support services to improve and take the right action where they don't

I will not be asked to move to a service that isn't safe

I won't be expected to continue to live in a service that doesn't meet my needs

What's next

- A focus on community
- A focus on health
- A continued focus on reducing restrictive practice.

Provider Bulletin

https://www.cqc.org.uk/news/newsletters-alerts/email-newsletters-cqc or Search: CQC bulletin

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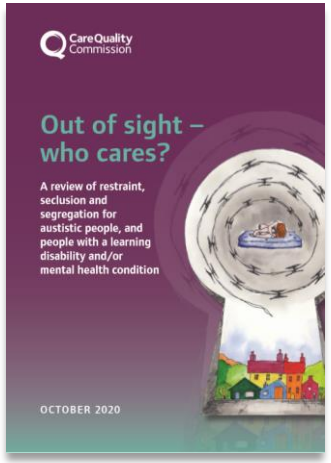

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"There is still much to be done to ensure that people with mental ill health, those with a learning disability and autistic people, get the right support at the right time"