Inspiring improvement in the care of people with dementia through regulation

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Be inspired to…

- Help people living with dementia maintain independence for as long as possible
- Enable people living with dementia to live life to the full
- Make sure families and carers feel cared for & supported too
- Ensure end of life care is the best it can be
- See the **person** not the diagnosis
How?

It’s a collective effort

Providers
Commissioners
Staff
Public
Regulators
CQC purpose and role

Our purpose
We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve

Our role
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
The Mum (or anyone you love) Test

Is it good enough for my Mum?

Is it safe?

Is it caring?

Is it responsive to people’s needs?

Is it effective?

Is it well-led?
Regulation to inspire improvement

We

- Set clear expectations
- Monitor and inspect
- Publish and rate
- Celebrate success
- Tackle failure
- Signpost help
- Influence debate
- Work in partnership
Our expectations

- Care for people living with dementia should:
  - Be person centred
  - Take account of physical and mental well-being
  - Improve the experience for people moving between services
  - Keep up-to-date with good practice
CRACKS IN THE PATHWAY

People’s experiences of dementia care as they move between care homes and hospitals
Key finding: variation

- The quality of dementia care is variable – not everyone is meeting the standards we expect.
- Across more than 90% of care homes and hospitals visited, we found some variable or poor care.
- Transitions between services should be improved.
- People are likely to experience poor care at some point.
Example findings

Assessment of care needs

In 29% of care homes and 56% of hospitals we found aspects of variable or poor care regarding how a person’s needs were assessed.

Planning and delivery of care

In 34% of care homes and 42% of hospitals we found aspects of variable or poor care regarding how the care met people’s physical and mental health and emotional and social needs.
Good care is out there

"We can ring any time to find out any information about what's going on and we feel well informed... if I've not been in touch for a couple of weeks they'll ring me to update me on their care."

"Staff took the time to have life-affirming conversations with people, and to offer small, individual activities, such as painting the person's nails and reading aloud to them."

"I think just simple care, manners and respect from everyone involved is needed. Doctors need reminding that most of the time the person involved has been a pillar of the family and feelings naturally run high."

"The manager was well experienced and qualified in managing services for people with dementia and had achieved a degree in dementia studies from Bradford University."
What did we promise to do?

- Find poor dementia care and take action
- Appoint a new national specialist adviser for dementia care to provide advice across all relevant teams
- Train inspectors across all teams to understand what good dementia care looks like so their judgments are consistent and robust
- Add a section to hospital inspection reports that shows how well the hospital cares for people living with dementia
- Continue our focus on dementia through our thematic reviews
How is it going?

- Advertising for specialist adviser shortly
- Training now:
  - All new staff have dementia awareness training and social care and hospital inspectors have SOFI training
- Training in 2015/16 – we will:
  - develop Step Inside Training to allow staff to understand the lived experience of dementia
  - pilot training with Age UK so staff understand dementia symptoms
  - help all staff to become Dementia Friends
- Hospital reports contain a section called ‘meeting people’s individual needs’ where dementia is recognised and assessed
Latest ASC inspections and ratings

Outstanding ★ 12
Good 709
Requires improvement 313
Inadequate 82

As at 16 February 2015
‘Staff were given the opportunity to build meaningful relationships with people and ample time to meet people’s needs and provide companionship’

‘People felt care workers treated them with kindness and respect’

‘The registered manager delivered dementia training to the public – including bank and shop staff – to help them understand how to help people with dementia’

Home Instead Senior Care, West Lancashire and Chorley
An outstanding care home

Relatives and friends visiting the home told us they only had positive experiences and praise for this service.

Staff told us that they would not like to work anywhere else.

Vida Hall, Harrogate
"We didn't think we were outstanding. And perhaps that's why we were – I think it's because we see every single person that comes through our doors as an individual. It is our privilege to support them to live the last years of their life with as much happiness, love and security as we can possibly give them."

Suzanne, Prince of Wales House, Ipswich
Thank you

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