



Achieving better outcomes in all care settings

End of Life Care Conference

18 October 2011

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Chair, CQC

CQC – what CQC does and does not do



CQC's role

- Register – inspect – enforce – publish
- CQC registers care providers then checks whether they are meeting essential standards
- If not, we take action – they must put problems right or face enforcement action
- We publish what we find as quickly as possible
- We share what we know with our partners
- We put a premium on users/whistleblowers

What CQC does not do

- We do not make assessments of commissioning – although we can comment on shortcomings via themed reviews and investigations
- We don't assess quality above essential standards
- We promote improvement by focusing on non-compliance

Palette of Regulation



Inspection

- Scheduled inspections
- Themed inspections
- Responsive inspections

Analysis

- Themed reviews
- Quality Risk Profiles
- Other data sources

Voices

- Website feedback
- Telephone or written feedback
- Third party feedback
- Whistleblowing
- Safeguarding

- Simplifying and strengthening model:
 - Inspecting services more often – once a year
 - More targeted inspections
 - Continued risk-based regulation and focus on outcomes
 - Continued scheduled, responsive and themed inspections
 - Continued unannounced inspections

Registration and compliance – end of life care



- **Providers of NHS, independent health and adult social care services are now registered – this includes hospices**
- **Palliative care and end of life care are delivered across a range of settings**
- **Providers are registered in relation to the activities they perform**
- **This means that providers must meet our essential standards wherever a service delivers care to people approaching the end of life**

CQC essential standards – end of life care



Under CQC's essential standards people approaching the end of life can expect the following from providers.

To deliver high-quality end-of-life care providers need to demonstrate compliance with a number of essential standards

Outcome 1

- involve patients***
- provide information***
- support people to make choices***

Outcome 4

- effective care planning***

Outcome 6

- co-operate with other providers***
- share information***

Outcome 14

- ensure staff are appropriately trained***

People should specifically benefit from...

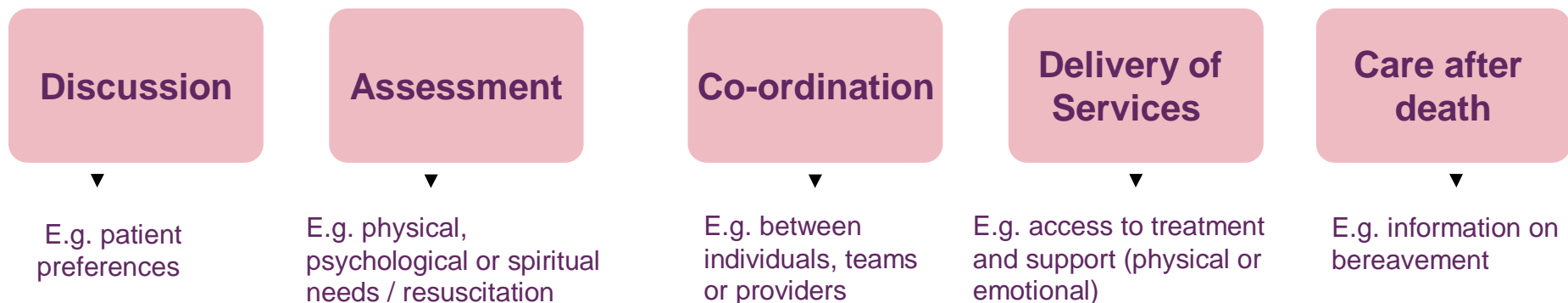


- Support and information to enable them and those closest to them to make choices about their preferred options, particularly in relation to pain management
- Assessments by specialist palliative care services, where needed
- Minimal disruption to their care and accommodation
- The opportunity to have those closest to them present as they approach the end of their life
- A dignified death, with staff respecting their needs for privacy, dignity and comfort
- A record of their wishes about how their body and possessions are handled after their death, taking into account their personal values and beliefs
- An adequate level of training staff and nurses

End of life care – notes for inspectors



- **A supporting note will be issued to our inspectors detailing what we consider to be the key points involved in end of life care**
- **This information will be available to providers and members of the public on our website**
- **Our work on this was influenced by:**
 - **Department of Health strategy and guidance**
 - **Marie Curie Palliative Care Institute - Liverpool Care Pathway**
- **Below are what CQC consider to be the key components of end of life care**



Thematic review

- Aim to produce evidence base to support inspectors in identifying poor practice primarily in care homes and hospitals.
- Expect to issue review tools and guidance by mid-December

From autumn, the CQC website will provide improved, accessible, useful, up-to-date information for the public, including:

- a summary of CQC's judgement of compliance with essential standards and a provider's compliance history
- an update on improvements against compliance conditions or CQC's recommendations
- information from people who have used the service
- improved ways to support the public, and staff working within services, to tell us about their experiences

Thank you
Care Quality Commission

www.cqc.org.uk

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