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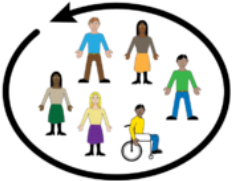






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# A study about making the most of Care Quality Commission inspection data\*

## Easy Read Summary report


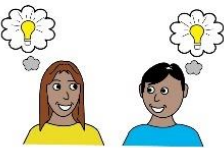




	<p>The National Institute for Health and Care Research paid a team of researchers to do this research.</p>
	<p>We work at King's College London. We involved people with a learning disability and autistic people and their families in this work.</p>
<h3>1. What was the research about?</h3>	
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><b>care home</b></p>  </div> <div style="text-align: center;"> <p><b>care at home</b></p>  </div> </div>	<p>Our research was about care homes and supported living services. We were particularly interested in people with a learning disability and autistic people living in these places. We wanted to find out more on how to reduce abuse and harm in such services.</p>
	<p>The Care Quality Commission (CQC) inspects social care services. It looks at what works well and what is not working well. We examined the information the CQC collects.</p>
<p><b>data</b></p> 	<p>We asked people if this information could be used to help spot when abuse happens and stop it.</p>



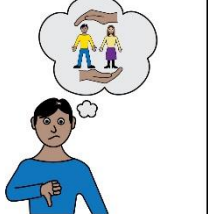

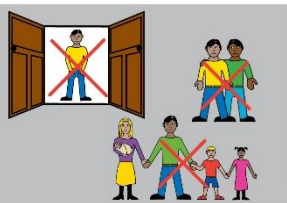


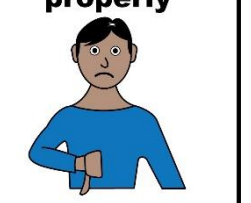



## 2. What we did

<p><b>involvement</b></p> 		<p>We talked with 8 people with a learning disability and autistic people who had lived in care homes or supported living or were still doing so.</p>
<p><b>family</b></p> 		<p>We also spoke to 6 family members.</p>
<p><b>understand</b></p> 		<p>This helped us understand what risks of abuse affect people living in care homes and supported living services.</p>
<p><b>interview</b></p> 		<p>We also talked to 22 other people. They were:</p>
<p><b>safeguarding</b></p> 	<p><b>we are</b></p> 	<ul style="list-style-type: none"> <li>• Safeguarding experts</li> <li>• People working in the NHS</li> <li>• Researchers</li> </ul>
<p><b>family friends and advocate</b></p> 		<ul style="list-style-type: none"> <li>• People from organisations working with people with a learning disability or autistic people, or their families</li> </ul>

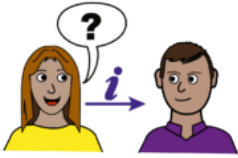
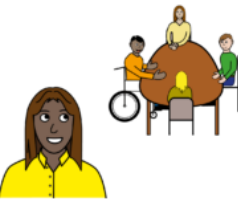

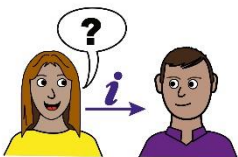

<p><b>care home</b></p> 	<p><b>care at home</b></p> 	<ul style="list-style-type: none"> <li>• Providers of care homes and supported housing</li> <li>• People working for local councils</li> </ul>
<p><b>care quality commission</b></p> 		<ul style="list-style-type: none"> <li>• 1 person from the CQC</li> <li>• 1 person from Skills for Care which supports and pays for training for social care workers.</li> </ul>
<p><b>data</b></p> 		<p>We carefully looked at the information the CQC collects about the services it inspects. It collects a huge amount of information.</p> <p>We asked if the CQC could use this information to help see where things are going wrong in services.</p>
<p><b>computer</b></p> 		<p>Computers can read information very quickly. They can pick out important words and information.</p> <p>We looked at whether computers could read some of the CQC's information and pick out words to help identify when there might be problems in a service.</p>

### 3. What we found


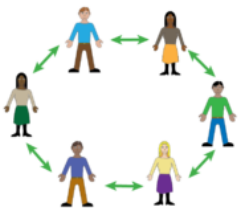


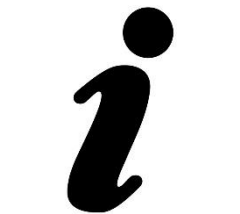

<p><b>what</b></p> 		<p>A computer would need to be programmed or told what information to look for.</p>
<p><b>share ideas</b></p> 		<p>So we talked to people about the words they think suggests a service is not supporting people properly. People shared lots of ideas.</p>
<p><b>words and text</b></p> 		<p>We made some suggestions about what words computers could look for. They include:</p>
<p><b>neglect</b></p> 		<ul style="list-style-type: none"> <li>• Abuse</li> <li>• Neglect</li> </ul>
		<ul style="list-style-type: none"> <li>• hurting someone by saying bad things about them, or upsetting them</li> <li>• Inappropriate banter and behaviour</li> </ul>
<p><b>scared to speak</b></p> 		<ul style="list-style-type: none"> <li>• People feeling scared to speak out</li> </ul>

<p><b>restraint</b></p> 		<ul style="list-style-type: none"> <li>• Using restraint too much or when not needed</li> </ul>
<p><b>medication</b></p> 	<p><b>get it wrong</b></p> 	<ul style="list-style-type: none"> <li>• Staff giving the wrong medication or offering no support with medication</li> </ul>
<p><b>communication</b></p> 		<ul style="list-style-type: none"> <li>• Poor communication with people</li> </ul>
<p><b>stopped from seeing people</b></p> 	<p><b>no freedom</b></p> 	<ul style="list-style-type: none"> <li>• The service makes people feel isolated</li> </ul>
<p><b>other people made you feel bad</b></p> 	<p><b>not behave properly</b></p> 	<ul style="list-style-type: none"> <li>• Staff who are unfriendly or uncaring</li> </ul>
<p><b>stopped from choosing</b></p> 		<ul style="list-style-type: none"> <li>• People having little choice about their lives</li> </ul>
<p><b>no money</b></p> 	<p><b>no</b></p> 	<ul style="list-style-type: none"> <li>• People may not be able to spend their own money</li> </ul>

People also wanted the CQC to do more in its inspections. These are some of the things they said should happen:

<p><b>share information</b></p> 		<ul style="list-style-type: none"> <li>• Information about services should be collected and shared with other organisations more often.</li> </ul>
<p><b>observe</b></p> 		<ul style="list-style-type: none"> <li>• Use observation or watching to see what happens in the home or service.</li> </ul>
<p><b>report</b></p> 		<ul style="list-style-type: none"> <li>• Remember that inspectors only see one small part of a person's life in their home.</li> </ul>
<p><b>share information</b></p> 		<ul style="list-style-type: none"> <li>• Make sure there are easier ways for people with a learning disability and autistic people to tell people in charge about abuse and neglect.</li> </ul>
<p><b>feedback</b></p> 		<ul style="list-style-type: none"> <li>• Let people know what will happen after they have told the CQC about abuse or a problem.</li> </ul>

When we looked at CQC information we found:

<p><b>data</b></p> 	<p>Lots of information is already being collected that might be useful for spotting when abuse is happening or might be about to happen.</p>
<p><b>partnership working</b></p> 	<p>Many other organisations also collect useful information. They can help the CQC understand what can help spot abuse or stop it from happening.</p>
<p><b>care at home</b></p> 	<p>There isn't as much information about supported living services compared to care homes. This is because they are not checked by CQC in the same way as a care home.</p>
<p><b>skills</b></p> 	<p>The CQC's information is complicated, so a lot of knowledge and skills is needed to understand it. The CQC will need to think about whether this should be a priority.</p>
<p><b>information</b></p> 	<p>Overall, the people we spoke to were keen that good use is made of that the information the CQC collects.</p>
<p><b>computer</b></p> 	<p>We think that it would be helpful to use computers to search for important words in some of the CQC's information.</p>

### feedback



The public can send their thoughts and experience of care to the CQC by going online. We think this is useful information for computers to look at.



### guidelines



There is a lot of change happening at the CQC and how it is doing its inspections. This may mean that some of our ideas will have to be considered later.

## 4. What did we recommend and suggest?

<p>How could we make it better?</p>	<p>In addition, we think we need to know more about:</p>
<p><b>your say</b></p>	<p>1. How to make it easier for people with a learning disability, autistic people and their families to report abuse and poor care. This includes finding out that things are going wrong before people actually get hurt or abused.</p>
<p><b>what</b></p> <p><b>risk</b></p>	<p>2. The best ways to identify that people are at risk of abuse and poor care. We need to ask other people who have experience in this area and learn from reports.</p>
<p><b>data</b></p> <p><b>partnership working</b></p>	<p>3. Whether we can bring together information from organisations. This includes information from local councils, the NHS, and care providers. We need to find out if this information can help identify when people are at risk of being abused and stop it from happening.</p>
<p><b>care</b></p>	<p>4. We need to think about what we can learn from other health and care services and from services working with other groups of people (like older people or children).</p>

<p><b>thank you</b></p> 	<p>We thank everyone who spoke to us and shared ideas and the CQC for letting us look at their information.</p>
<p><b>contact</b></p> 	<p>For more information get in touch with Stephen Martineau</p> <p><a href="mailto:stephen.martineau@kcl.ac.uk">stephen.martineau@kcl.ac.uk</a></p>

NIHR Policy Research Unit in Health and Social Care Workforce  
The Policy Institute, King's College London  
<http://www.kcl.ac.uk/hscwru>  
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