

## Care Quality Commission

### Who are they?

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The Care Quality Commission is the **independent regulator of health and adult social care** in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

### What do they do?

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The roles of the CQC: **Register** care providers; **monitor, inspect and rate** services; **take action to protect people** who use services (enforcement); **speak with an independent voice**; publishing regional and national views of the major quality issues in health and social care.



There are five questions asked of all care services, at the heart of the way the CQC regulates and focuses on the things that matter to people. The CQC ask the same five questions of all the services inspected:

- Are they **safe**?
- Are they **effective**?
- Are they **caring**?
- Are they **responsive to people's needs**?
- Are they **well-led**?

A regulator monitors the quality of a service in the public or private sector. As a Government regulator, the CQC is sponsored by, but **independent of, the Government**. They are a **statutory body**, within the Health and Social Care Act 2008, and a **public body, exercising powers on behalf of the public**. The CQC cannot step outside the prescribed functions and powers.

### Recent work

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- **Completed a nationwide inspection programme** of all acute Hospitals, primary medical services and adult social care, with **published reports and ratings** [www.cqc.org.uk/publications](http://www.cqc.org.uk/publications)
- Published the 'State of Care' report, an **annual assessment of health and social care in England** [www.cqc.org.uk/publications/major-report/state-care](http://www.cqc.org.uk/publications/major-report/state-care)
- Published **regular reports on care** in England as well as our corporate activities [www.cqc.org.uk/publication-type/evaluation](http://www.cqc.org.uk/publication-type/evaluation)
- Published **thematic reviews**, such as state of care in mental health services [www.cqc.org.uk/publications/major-report/state-care-mental-health-services-2014-2017](http://www.cqc.org.uk/publications/major-report/state-care-mental-health-services-2014-2017)
- Published good practice resources, such as **Equally outstanding: Equality and human rights** [www.cqc.org.uk/publications/equally-outstanding-equality-human-rights-good-practice-resource](http://www.cqc.org.uk/publications/equally-outstanding-equality-human-rights-good-practice-resource)