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Raising Standards of Care

Ann Farenden 13th Sept 2012

Raising standards – monitoring compliance with essential standards

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- unannounced inspections
- timely - 1-2 yearly depending on provider
- focused on standards pertinent to service user
- flexible -use different types of inspections
  - Scheduled
  - Responsive
  - Follow up
  - Themed

Raising standards – monitoring compliance with essential standards

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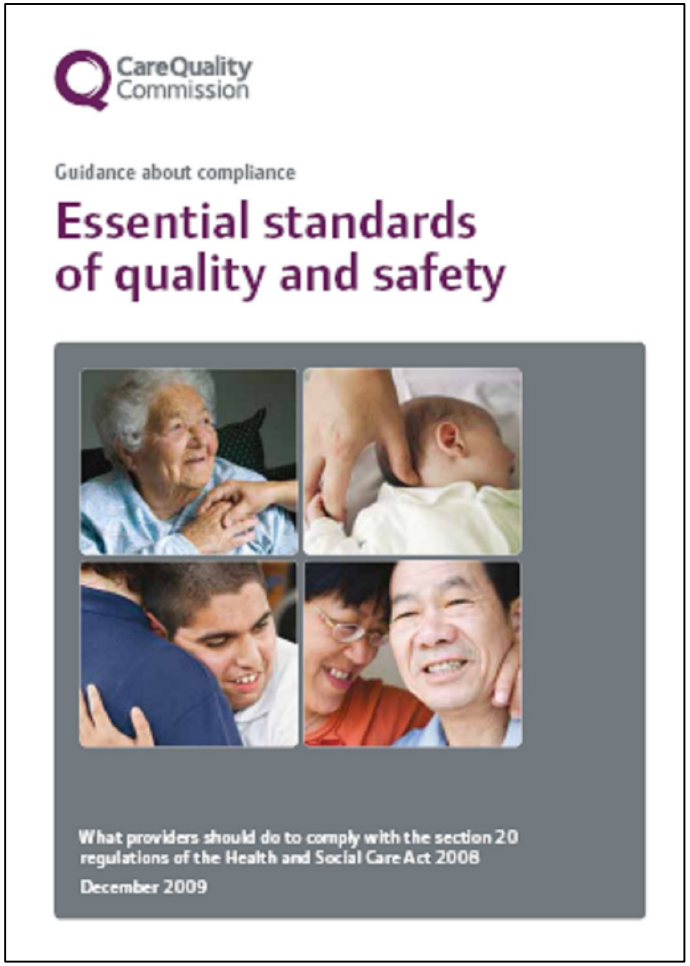
Collecting and using evidence

- Factual evidence
- Opinion evidence
- More than one piece of evidence – corroborated
- Focus on the regulation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Guidance about compliance

Essential standards of quality and safety

What providers should do to comply with the section 20 regulations of the Health and Social Care Act 2008

December 2009

Raising the standards – the reports

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- Judgements should be robust, capable of justification and rational
- Compliance must be judged against the regulations
- Evidence must support judgements of non compliance
- We do not make recommendations or give advice

Enforcement actions

- Statutory warning notice
- Imposition or variation of conditions
- Fines
- Prosecution
- Suspension of registration
- Cancellation of registration

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How it works in practice

A case study

Working with others to raise standards

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- Professional regulators
- Other regulators
- Professional bodies and trade unions
- Nursing and Care Quality Forum
- Patient and user representative groups
- DH and linked bodies
- Publications

And finally…..

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If we are to raise standards the whole system needs to work together well.

No one part can achieve this on its own