

## Improving Quality with Volunteers



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# About CQC: our purpose



The Care Quality Commission is the independent regulator of health and adult social care in England.

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



# About CQC: our role



## Register

We **register** those who apply to CQC to provide health and adult social care services

## Monitor, inspect and rate

We **monitor** services, carry out expert **inspections**, and judge each service, usually to give an overall **rating**, and conduct **thematic reviews**

## Enforce

Where we find poor care, we ask providers to improve and can **enforce** this if necessary

## Independent voice

We provide an **independent voice** on the state of health and adult social care in England on issues that matter to the public, providers and stakeholders

# Ambition



Our ambition for the next five years:  
A more targeted, responsive and collaborative approach to regulation, so more people get high-quality care



# Our 5 key questions



Are services...



Safe?



Effective?



Caring?



Responsive  
to people's needs?



Well-led?

#CareExpectations



# What do the overall ratings mean?



## **Outstanding**

The service is performing exceptionally well.



## **Good**

The service is performing well and meeting our expectations.



## **Requires improvement**

The service isn't performing as well as it should and we have told the service how it must improve.



## **Inadequate**

The service is performing badly and we've taken action against the person or organisation that runs it.

Different roles and functions of volunteers depending on setting:

- NHS trusts/hospitals
- Hospices
- Care homes

- Kindness and compassion
- Going “the extra mile”
- Listening – showing people matter
- Relieving distress or discomfort
- Ensuring confidentiality



- Person centred care
- Fitting the service to the person
- Interests and activities
- Encouraging positive relationships
- Teasing out what people need – trying to fill practical gaps
- Understanding diversity

- Culture, vision and values
- Open culture
- Teamwork, responsibilities and boundaries
- Improvement, innovation and learning
- Morale and motivation
- Governance

Strong leadership is emerging as more crucial than ever to delivering good care

Effective planning

Focus on delivering for people

Culture of openness and staff engagement

Willingness to collaborate with partners

94%

More than nine out of 10 of the services we have rated as good or outstanding overall were also good or outstanding for their leadership.

# Themes from Well-Led– Inadequate



## Overall Inadequate



- Unawareness of best practice and notifications not being made to CQC
- Lack of supervision and training opportunities
- Ineffective systems to identify and manage risks / no process to assess lessons learned
- Regular management changes / no registered manager where applicable
- Poor care planning / lack of personalised care
- Closed culture – views not listened to or acted on
- Underdeveloped partnership working and community links

# Themes from Well-Led– Outstanding



Overall  
Outstanding



- People who use services, relatives and staff speak highly of the service
- Effective monitoring and quality assurance
- 75% of services had a registered manager in post consistently where applicable
- Open culture – people who use services/ staff/ relatives shared views and issues
- Good leadership extends beyond the manager and includes the provider
- A can do, will do attitude
- Strong links with local community
- Safe care actively promoted – effective oversight of care and staff communication

Overall  
Outstanding



- People are at the centre and staff want to give them a life not just a service
- Good leadership extends beyond the manager and those values are cascaded to inspire staff
- Open culture – people who use services/ staff/ relatives shared views and issues
- Strong links with local community
- A can do, will do attitude – staff dedication
- Safe care actively promoted – effective oversight of care and staff communication

## 'Outstanding' can be achieved

"We didn't think we were outstanding. And perhaps that's why we were – I think it's because we see every single person 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 give them."

Suzanne, Prince of Wales  
House, Ipswich

# Outstanding care at home

- ‘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





# Thank you – any Questions?



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