

# Consultation on how we regulate, inspect and rate services

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We're changing the way we regulate, inspect and rate health and care services. Please tell us what you think of our plans.

## About this consultation

Between Wednesday 09 April and Wednesday 04 June 2014, we want to find out what people think about how we're planning to change the way we regulate, inspect and rate care services. The changes include things like:

- What we look at on an inspection.
- How we judge what 'good' care looks like.
- How we rate care services to help you judge and choose care if you want to.
- How we use information to help us decide when and where we inspect.

## Read about our planned changes

Our plans cover a range of health and social care services. They're set out in the documents below.

## Handbooks

- [NHS acute hospitals provider handbook](#)
- [NHS acute hospitals - Appendices to provider handbook](#)
- [Specialist mental health services provider handbook](#)
- [Specialist mental health services - Appendices to provider handbook](#)
- [Community health services provider handbook](#)
- [Community health services - Appendices to provider handbook](#)
- [NHS GP practices and GP out-of-hours services provider handbook](#)
- [NHS GP practices and GP out-of-hours services - Appendices to provider handbook](#)
- [Residential adult social care service provider handbook](#)
- [Residential adult social care services - Appendices to provider handbook](#)
- [Community adult social care services provider handbook](#)
- [Community adult social care services - Appendices to provider handbook](#)
- [Adult social care: hospice services provider handbook](#)
- [Adult social care: hospice services - Appendices to provider handbook](#)

## Hospitals

- [Overview to the provider handbooks for hospitals](#)
- [Chief Inspector of Hospitals - Hospitals regulatory impact assessment](#)
- [Chief Inspector of Hospitals equality and human rights duties impact analysis](#)

## General practice

- [Overview to the provider handbook for general practice](#)
- [Chief Inspector of General Practice regulatory impact assessment](#)
- [Chief Inspector of General Practice equality and human rights duties impact analysis](#)

## Adult social care

- [Overview to the provider handbooks for adult social care](#)
- [Chief Inspector of Adult social Care regulatory impact assessment](#)
- [Chief Inspector of Adult social Care equality and human rights duties impact analysis](#)

## Human rights

- [Human rights approach for our regulation of health and social care services](#)
- [Human rights approach - summary](#)
- [Human rights approach - Easy read summary](#)

## What changes are we proposing?

The main changes are:

- Introducing new ways to inspect services, with Chief Inspectors and more specialist teams that include members of the public.
- Using a new system of intelligent monitoring to help us decide when, where and what to inspect.
- Listening to people's experiences of care and using the best information across our monitoring system.

We plan to base our judgements and ratings based on the five key questions we ask of all services:

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

## Get involved

There are several ways to get involved and give us your feedback.

[Use our online feedback form.](#)

Take part in one of the forums, polls or live Q&A sessions we're running through our Provider online community. If you're not a member you can [Sign up here](#).

Contribute to one of our live Q&A sessions on Twitter. You can find us at [@CareQualityComm](#). Use the hashtag #tellCQC to join the conversation.

[Tweet #tellCQC](#)

Come to one of the events taking place across the country from the end of April. Register here:

[Providers](#)

[Public](#)

## Write to us:

CQC Consultation: How we regulate, inspect and rate services

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Email: [CQCchanges.tellus@cqc.org.uk](mailto:CQCchanges.tellus@cqc.org.uk)

## How we developed the changes

We developed the changes outlined in these documents over the past year together with the public, providers, our staff and organisations with an interest in our work.

The changes were originally signalled in our three-year strategy in April 2013 and we developed our thinking by setting out some initial proposals in a series of Fresh start documents.

We've also been testing our new style inspections in hospitals, mental health and community health services. We will be testing them in adult social care services and GP practices from April 2014.

Our final plans will be developed using the feedback from this consultation and will be published in September 2014. The changes will come into effect in October 2014.

## Get involved

- [Use our online feedback form.](#)
- Participate in our Provider online community.
- Join one of our live Q&A sessions on [Twitter](#).
- [Tweet #tellCQC](#)
- Come to one of our events for [providers](#) or the [public](#).