

CQC Newsletter

Newsletter

Our monthly update for everyone interested in health and social care

Adult inpatient survey: Find the results for your local trust

We asked over 63,000 people who stayed in hospital for at least one night in late 2022 about their care.

Nationally, we found that patient satisfaction levels have remained largely static since 2021, but we saw a longer term decline in most areas compared to previous years.

The national results also showed a growing frustration with waiting times and found that 4 in 10 people scheduled for planned treatment said their health deteriorated while waiting to be admitted.

The survey findings have been shared with each trust so that they can review their results and take steps to address any areas where improvements are needed. We use the findings as part of our wider monitoring of the quality of hospital services and to plan and target our inspections.

- [Find the results for your local trust's adult inpatient services](#)
- [Adult inpatient survey 2022](#)
- [Press release: Majority of patients remain positive about care they receive when in hospital but over a third say their health deteriorated while waiting for treatment](#)



Join us! Work for CQC

CQC staff have a wide range of skills and work across many disciplines.

Find out about roles within CQC, Healthwatch England and the Office of the National Guardian.

Current vacancies include:

- Senior Engagement and Communications Officer (Planning, Insight and Speechwriting)
- National Professional Advisors
- Second Opinion Appointed Doctor (SOAD)
- Medicines Inspector - National Operations Medicines Optimisation Team

Benefits include generous leave entitlement, NHS or Nest pension schemes and a wide range of employee discounts.

Most roles offer flexible locations with the choice to be home-based. See the individual job listings for more information.

- [Browse our current vacancies](#)
- [Working at CQC](#)



Protecting people who use wheelchairs

Our latest Learning from safety incidents update looks at a case where a care home provider had failed to protect someone who was using a wheelchair and sets out how this incident could have been prevented.

We prosecuted the care home provider for exposing someone using their service to a significant risk of avoidable harm, which resulted in a life-changing injury.

Our investigation found that, although the provider knew the risks associated with the use of a communal wheelchair, the care home failed to take adequate steps to check and deal with those risks.

Each of our Learning from safety incidents updates describe a critical issue: what happened, what we and the provider have done about it, and the steps providers can take to avoid it happening in their service.

- [Issue 13: Protecting people using wheelchairs](#)
- [Learning from safety incidents](#)



Capturing innovation to accelerate improvement

Our Capturing innovation to accelerate improvement project has found unique opportunities for us to support innovation and deliver innovation-friendly regulation.

We have been working with providers and representative groups to understand their experience of innovation. Through a series of roundtables, surveys and pilot projects, we have looked at what works well and where we could do things differently to help providers who want to develop or adopt new ways of working.

This work helps us to make sure services provide people with safe, effective, compassionate, high-quality care, and encourage care services to improve.

We have published a project report setting out what we found, along with an innovation journey map and some example case studies.

This work has been funded by [the Regulators' Pioneer Fund \(GOV.UK\)](#) and the Department for Science Innovation and Technology.

- [Capturing innovation to accelerate improvement](#)
- [Press release: Capturing innovation to accelerate improvement](#)
- [Project report: Capturing innovation to accelerate improvement](#)



Easy read version of the Oliver McGowan consultation now open

The Department of Health and Social Care have opened an easy read version of their consultation about the Oliver McGowan draft code of practice.

The consultation asks people's views on the guidance on the training about learning disability and autism that health and social care services must give their staff.

The guidance looks at:

- what training staff need to get to follow the law
- what standards the training should follow



- why training is important

The consultation will close on 16 October 2023.

- [GOV.UK: Oliver McGowan draft code of practice \(easy read\) consultation](#)

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