



NATIONAL QUALITY BOARD

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Paper for:

Decision	Discussion	Information
	X	X

THE STATE OF HEALTH CARE AND ADULT SOCIAL CARE 2016/17: FINDINGS

SUMMARY

This paper presents the key findings from the CQC's annual assessment of health and social care in England 2016/17.









PURPOSE

The NQB is asked to:

- 1) **Note** the key findings from the CQC's State of Care report 2016/17; and
- 2) **Discuss** the challenges highlighted and how the NQB member organisations can work together to support the system to meet these challenges.



ALB Involvement in development and sign-off of paper:


			
	X		
			

The state of health care and adult social care 2016/17

Chris Day
Director of Engagement
National Quality Board
22 November 2017



- **Full picture** of the quality of health and social care in England, with ratings for all sectors
- Now have a **baseline** from which to draw conclusions about quality and safety of care and what influences this
- Informed by 26,000 inspections of services
- Increasingly, CQC will report on **quality of areas** and coordination across services – for care fit for the 21st century

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- Is it safe?
 - Is it effective?
 - Is it caring?
 - Is it responsive?
 - Is it well-led?

Health and care services are at full stretch – which impacts upon people



Increased complexity of demand = new challenges
Providers must change to meet complexity and challenges
Future quality of care is precarious

- Providers struggling to cope with complex demand
- People waiting over four hours at A&E
- More planned operations cancelled and people waiting longer
- Increasing demand for mental health services, affecting waiting time
- Fewer nursing home beds
- Adult social care providers handing back contracts
- One in eight older people are not receiving help they need



The quality of care across England is mostly good



Much is encouraging – despite challenging circumstances, most people are still getting high quality care

NHS acute hospital core services - **55% good**

GP practices - **89% good**

NHS mental health core services - **68% good**

Adult social care services - **78% good**



Common factors leading to improvement:

- Patient-centred care
- Strong leadership
- Positive culture
- Shared vision
- Outward looking approach
- Involving people, communities, partners and collaborating



Of those services originally rated inadequate, most have improved

Hospitals – 80%

GP practices – 80%

Mental Health – 100%

Adult social care – 82%

While recognising improvement, there is deterioration to be addressed

Where services rated good were re-inspected, some have fallen

- NHS acute hospitals - **18% fallen**
 - GP practices - **2% fallen**
 - Mental health - **26% fallen**
 - Adult social care - **23% fallen**
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Complexity + challenges = collaboration

Golden thread connecting vision to delivery

- Putting people first
- Shared vision and strong leadership
- All staff to share that vision and deliver to action
- Work together as part of a system



Challenges

- Improve planning, delivery and experience for mental health – Mental Health Act and the Green Paper
- Long-term sustainable solution for adult social care needed
- Services in all sectors must collaborate locally



Thank you



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