

AN INITIAL MANIFESTO FOR THE CARE QUALITY COMMISSION

The Care Quality Commission will become the regulator for quality of care in health and adult social care for people from April 2009. This initial manifesto lays out the broad approaches and values which will inform the early development of the new Commission. It will, of course, be a provisional statement until Commissioners and a senior team are appointed.

Fuller work will shortly get underway to develop a more rounded strategy for the work of the Care Quality Commission over the next five years with the aim of involving people who use services, other stakeholders and staff in shaping this strategy. We look forward to working with you on that and on safeguarding and developing the quality of care for people who use services, families and carers.

VISION

Our vision is of high quality health and social care which supports people to live healthy and independent lives, which empowers individuals, families and carers in making informed decisions about their own care, and which is responsive to individual needs.

Quality of care covers four dimensions:

- safety,
- the quality of outcomes including clinical outcomes,
- the quality of people's experience of care services,
- the contribution that care makes to preventing illness and promoting ongoing healthy, independent living and wellbeing.

MISSION

We help make care better for people, through our distinctive roles:

- We regulate health and adult social care to ensure essential quality and safety standards, help drive improvement and stamp out bad practice.
- We protect the rights of people who use services, particularly the most vulnerable and those who are detained under the Mental Health Act.
- We report on the quality of care and provide accessible information on the quality of services for people who use services to enable them to make better informed decisions about their care and for commissioners and providers of services to help improve services.
- We provide independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

VALUES

We will:

- put the people who use services first and stand up for their rights and dignity
- champion joined up care across services centred on the individual
- be guided by what people who use services tell us
- work with service providers and the professions to respond to how they define quality of care
- be independent, expert and authoritative in what we do and say based on high quality evidence and analysis
- be visible and communicate to help drive improvement
- be open, transparent and accountable
- be an efficient, high quality organisation with a strong commitment to diversity and sustainability
- be an excellent place to work, supporting staff to use and develop their talents

OUR PRINCIPLES OF REGULATION

We will be a leading and innovative regulator and will:

- focus on outcomes for people
- harness a range of regulatory approaches to drive improvements in quality
- prioritise on the basis of risk
- champion a joined up approach to care across services, centred on the individual
- be transparent and open
- be tough and fair
- be independent
- be proportionate
- co-ordinate our work with other regulators

We regulate a wide range of services and will adopt an appropriate approach for each, while ensuring that it draws on common overall processes. One size will not fit all.

Our regulation of essential standards will be a foundation for our work to drive improvement in quality of care

CREATING THE NEW ORGANISATION

In creating the Care Quality Commission, we will:

- build on the excellent work of the existing three Commissions
- coalesce staff and systems over the coming months and beyond April 2009, as opportunities for more integrated working arise
- demonstrate early examples of the benefits for quality and people of the integration of the three commissions
- ensure a national overview while working locally where people use services

HOW WILL PEOPLE KNOW IF WE ARE SUCCEEDING?

People who use services, carers, families and the public will see

- higher quality of care
- people treated as individuals with care integrated across the system
- high respect for the rights of individuals
- useful, accessible information to allow improved choices by people who use services and allow people to hold services across pathways of care to account
- more people empowered and supported to be in control of their own services
- effective action when things have gone wrong

Providers and commissioners of care will see

- effective regulation, reducing unnecessary regulatory burdens and bureaucracy
- improved co-ordination between regulators and others to focus on a clear, shared model of quality and to streamline information and other requirements and reduce duplication and overlap
- reliable information on quality of care to enable service improvement and benchmarking
- tough but fair action to address problems

Government national and local will see

- more effective implementation of the quality agenda
- independent, authoritative validation of quality improvements
- an independent and knowledgeable perspective on care quality issues and better information on quality of care to inform policies for the improvement of care
- support to the implementation of more joined up services



Barbara Young
Chair
Care Quality Commission



Cynthia Bower
Chief Executive
Care Quality Commission

August 2008