

How well are services meeting the needs of people living with dementia?



Andrea Sutcliffe, Chief Inspector Adult Social Care
Dementia 2020
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The Mum (or anyone you love) Test



Is it effective?

Is it responsive to people's needs?

Is it safe?

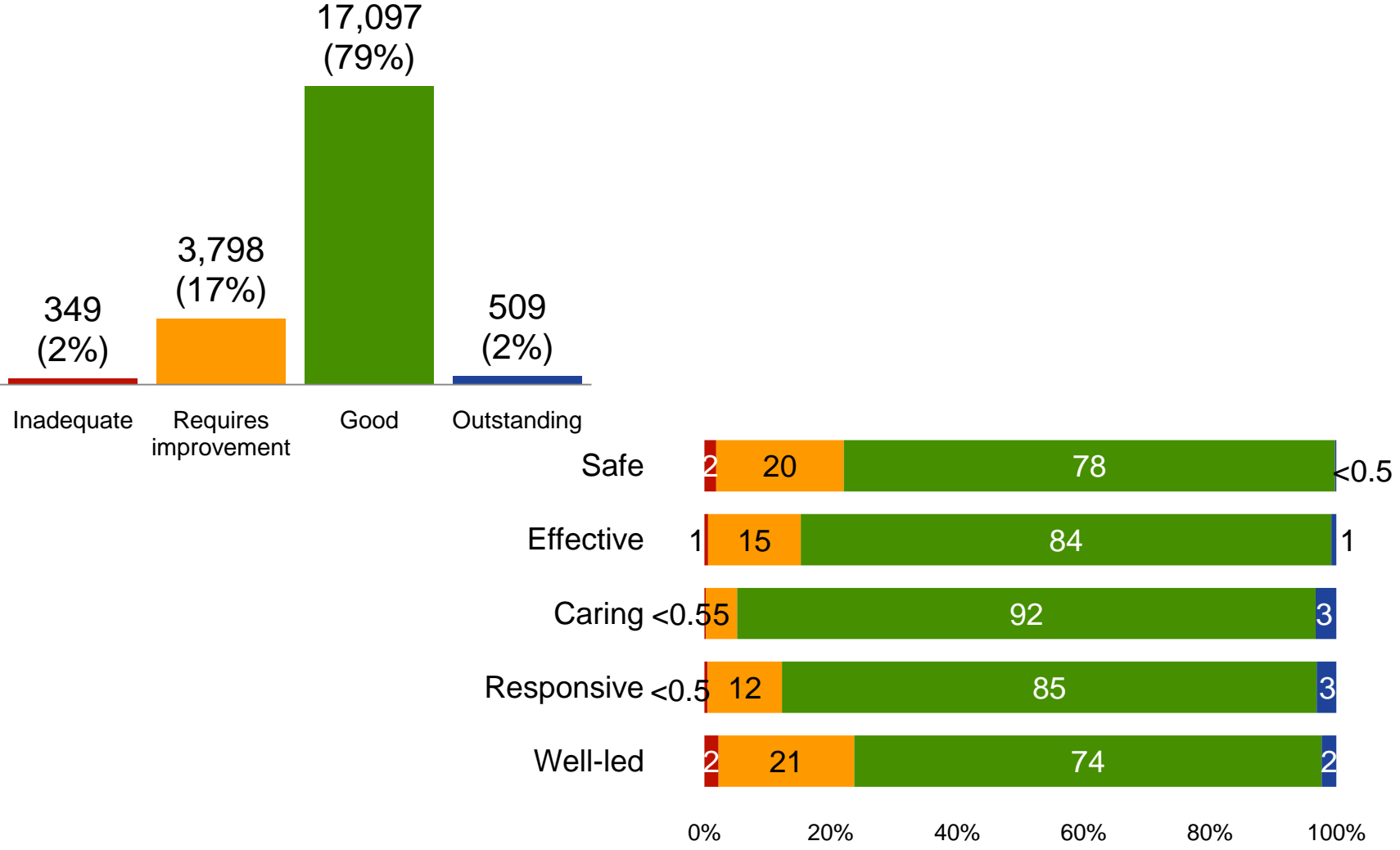
Is it well-led?



Is it caring?

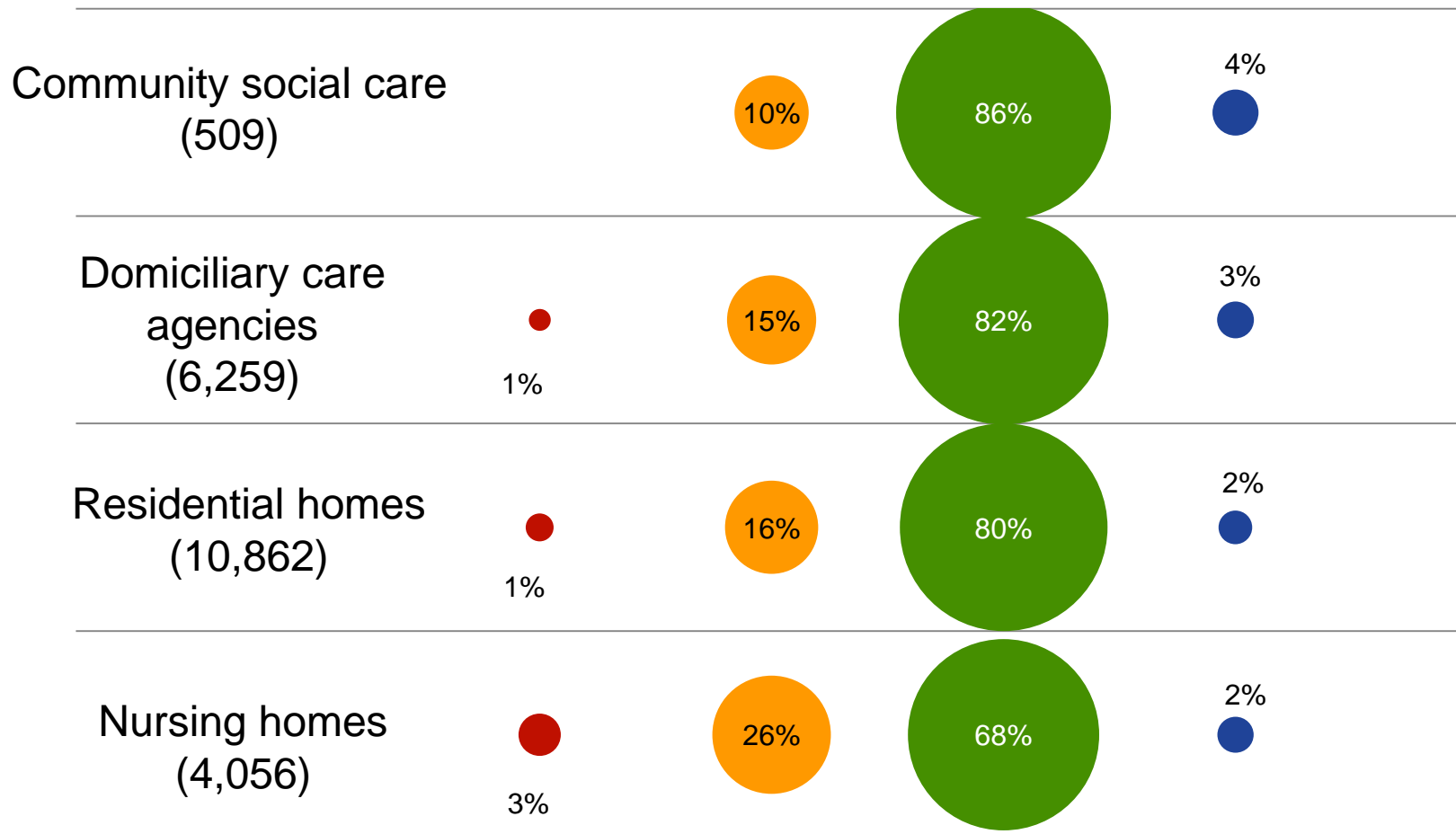
Is it good enough for my Mum?

Performance is variable – current overall ratings and by key question



Source: CQC ratings data, data extracted 04/04/2018

Performance is variable – current overall ratings by type



Quality matters: what people tell us they want



We see some great care

- “Relatives explained the extremely positive difference the service has made to the quality of life their family member experiences. They felt this was because staff had an excellent understanding of dementia and how to implement positive behavioural support”
- “The environment had been designed around best practice to support people living with dementia to be as independent and as anxiety-free as possible”
- “We saw excellent examples during the mealtimes where staff worked with people living with dementia to promote them to eat their food where they may be reluctant to eat or have difficulty eating”



We see some great care



- “At this inspection we saw a lovely connection between staff and people who lived at the home. There was a great sense of community and belonging. People were extremely comfortable and happy around staff and we saw many caring moments.”
- Registered Manager said “to provide a quality service we must begin by valuing the people we care for. We need to know who they were and who they are while they live with us. We need to invest time to find out the life histories and pasts of people, not just to complete paperwork but to truly enhance the opportunities we can provide. We need to make our care offering relevant to their lives”



But some of it is not good enough



- “environment had not been adjusted for the people who were living there”
- “no support or training for the activities coordinators”
- “Over four days there were only three night staff working on a unit with 43 people with advanced dementia”
- “home had a long-standing issue with vermin ...with open food packets ...and the kitchens were not clean”
- “two mattresses people had slept on smelt extremely heavily of stale urine”
- “no adapted cutlery to allow independent eating”



Outstanding: learn from the best

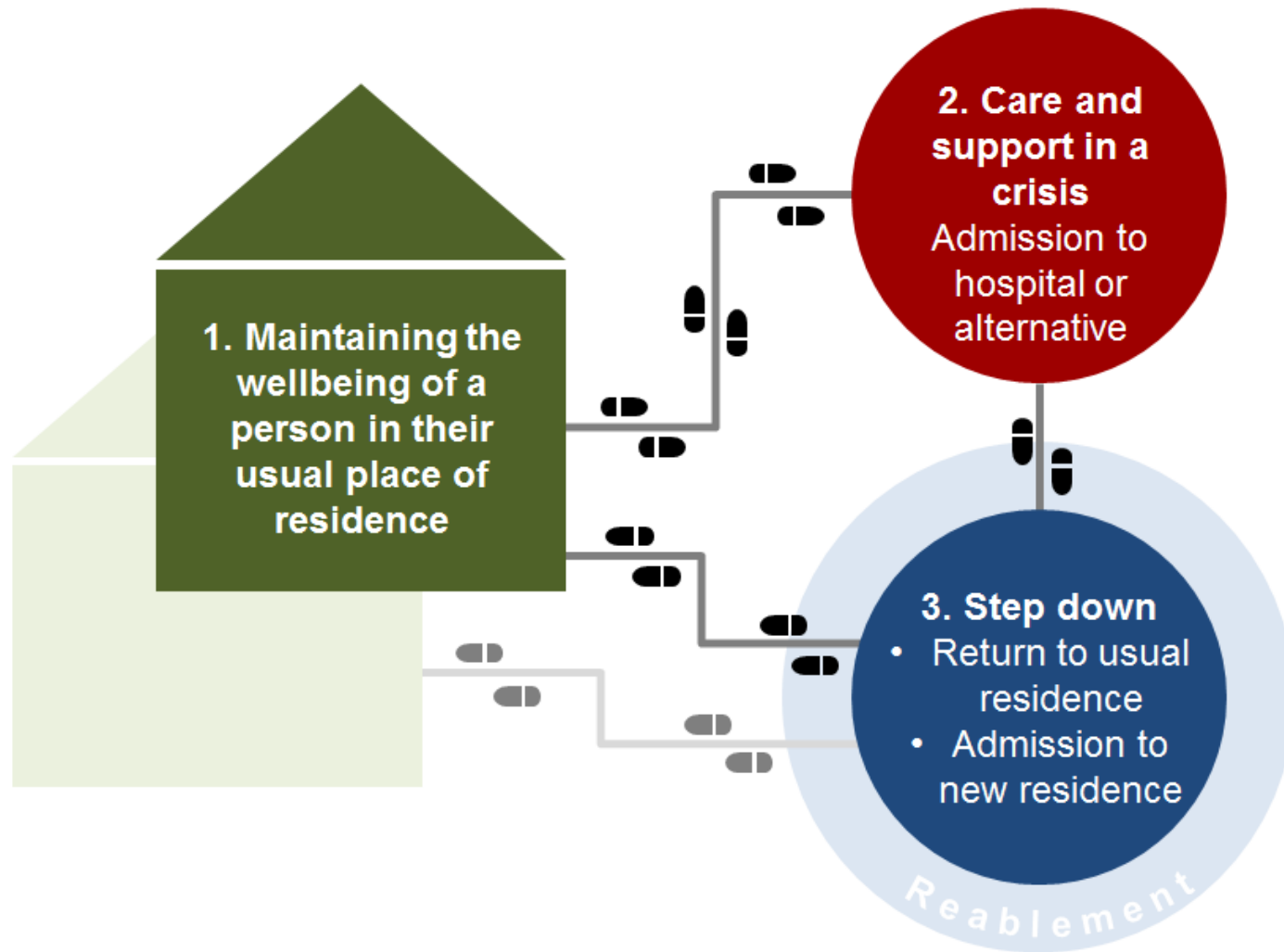
Overall
Outstanding



- **People are at the centre** and staff want to them to have a life not just a service
- **Good leadership** extends beyond the manager and values are shared to inspire staff
- **Transparent, open culture** with people who use services, staff, families, carers and partners
- Strong links with local community
- **Creative and innovative**
- A can do, will do attitude – staff dedication
- Safe care actively promoted
- Always looking to improve
- Focus is on **people not the regulator!**

Quality
matters

It's not just individual services – it is the whole system that matters



- Delayed transfers of care are important but not the only issue that matters
- Shared vision, commitment and good relationships matter
- Social care not always recognised, valued & involved – especially providers



- Focus on prevention is required – support in normal place of residence
- But practical reality is sometimes very different to the good intentions
- Need to focus on developing capacity, quality, workforce and innovation

It's all about the people



Thank you



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