

RadcliffesLeBrasseur



Care Home Briefing 75

July 2009

"Voices into Action" Charter

The Care Quality Commission ("CQC") has recently published a Charter^[1] for involving people in its work as a regulatory authority. Launching the Charter, Cynthia Bower, Chief Executive of CQC said:

"As the regulator, we put people who use services at the centre of everything that we do, and we are passionate about involving them, their carers and their families in our work. We also expect providers of services, such as hospitals, health trusts, care homes and home care agencies, to demonstrate that they actively seek people's views and respond to what they say."

CQC clearly expects care home operators to be able to demonstrate how they obtain the views of residents and their relatives. CQC plans to consult on the measures it will use to assess how well providers of services are involving users.

[1] Voices into Action published 10th June 2009

The Charter states that CQC will:

- Conduct regular studies to ascertain users' experiences of health and social care services
- Involve users in its inspection work
- Set up panels of users to represent the views of current and/or recently detained mental health patients
- Consult widely on policies and work with Local Involvement Networks
- Assess how service providers and commissioners involve users of those services

The establishment of this Charter reflects the obligation in the Health & Social Care Act 2008 (which created CQC) requiring the Commission, amongst other things, to have regard to the views and experiences of those who use services, their families and friends.

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Further Information

For further information on this or any other mental health issue, please contact Andrew Parsons in our Health department.

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