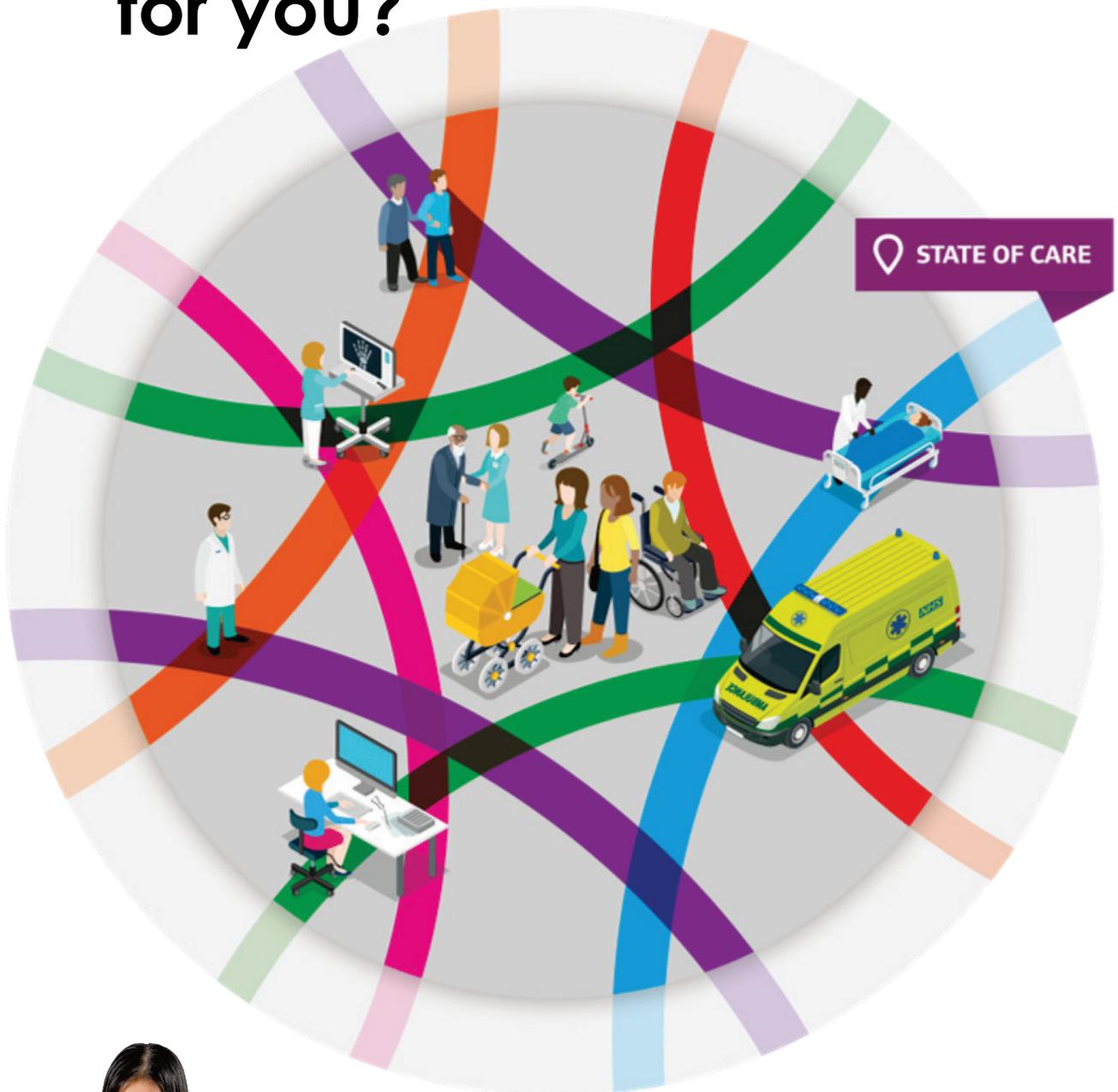


How good has health care and adult social care been for you?



Easy read booklet

Date: October 2018

Health and social care services



We are the **Care Quality Commission** (CQC). We check how good health and social care services are in places like

- care homes
- hospitals
- GP surgeries
- care in your home



We check that everyone is happy with the care they get.



This booklet tells you about health and social care services in England last year.



People got the same quality of care in England as the year before. Most people told us that the care was good.

More about Health and social care services



People talked about the quality of the health and social care that they got.



Some people told us about different types of care they got.

Some care services were good and some were not so good.

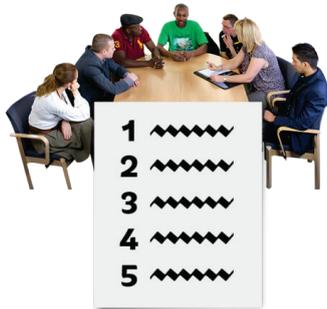


Everyone had something different to say. People said things like

- their GP was quite good or very good.
- they did not get as much time at mental health services as they needed.



What stops you getting good quality care



We found 5 things that stop people from getting good quality care

1. Access to care

People who live in different places have a different quality of service. They may have to travel further for good services.



In one area in England only half of the people are happy about when they can see a GP.



In another area most of the people are happy about when they can see a GP.

1.4 million older people do not get the care they need.



Older people are often looked after by family and other carers. They told us that they do not get the help they need to do this.



2. Quality of care

We check every care service. We say they are good or bad. We checked some services in July 2018 and found they were good.



We found that

- 9 out of 10 GP surgeries were good
- 8 out of 10 adult social care services were good
- 7 out of 10 NHS mental health services were good
- 6 out of 10 NHS hospitals were good



Some people in England don't get good care. We found that

- 1 out of 6 adult social care services weren't good
- 1 out of 5 NHS mental health services weren't good
- 1 out of 3 NHS hospitals weren't good





3. Care workers

It is important that there are enough care workers for everyone. We help check they are good at their job so that you get good services.



There are not enough care workers in services like

- GP surgeries
- care in the home.



4. What people need

Many people are living longer than they used to. More people are living with long term illnesses like



- diabetes
- cancer.



This means more people will need to use health and care services.



Services like Accident and Emergency are now really busy.



5. Money

We need a lot of money to pay for health and care services.



The government has promised to give the NHS more money.



Adult social care services need more money. But we don't know when they will get this.

Examples of good quality care



People in charge of health and social services across England must think about how all the services can work better together.



They must think about how to give everyone the best care possible.



A good example is in Berkshire. Here GPs and hospital workers work well together to give people pain relief.



This might be people like

- physiotherapists
- psychologists.

Examples of good quality care



Another good example is in Plymouth. Some people feel lonely there. The council and the health care service wanted to help.



Together they found a way to stop people feeling lonely. They have helped 1000 people feel better.



People are happy when they get a good health care service.



For example a lady called Tracey needs care from 3 services. She told us that the care staff helped her feel “valued” and “important”.

She also told us that the 3 services she needs care from worked well together.

The full version of this document is called
The state of health care and adult social
care in England: 2017/18

You can read it and find different versions at:

www.cqc.org.uk/stateofcare

You can also call us on 03000 616161.
Or email us at enquiries@cqc.org.uk