

Falls Summit



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Our purpose

The Care Quality Commission is the independent regulator of health and adult social care in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



Quality
matters

The Mum (or anyone you love) Test

Is it responsive to people's needs?

Is it effective?

Is it safe?

Is it well-led?



Is it caring?

Is it good enough for my Mum?

Quality matters

Adult social care findings

- High-performing services have strong leaders – innovative registered managers known to staff, people using the service, carers and families had a positive impact
- High-quality services are person-centred – staff get to know people as people, understanding their interests, likes and dislikes
- Most enforcement for poor care relates to governance, safety, staffing and person-centred care
- *Quality matters* joint commitment developed



Falls Management Best Practice: Multifactorial Assessment

- ***Falling is not an inevitable part of ageing.***
- ***Consider the faller, not the fall.***



Falls History and patterns

Mental health and wellbeing

Mobility impairment and aids

Fracture/ Osteoporosis/ health risk/ health diagnosis (infection)

Continence

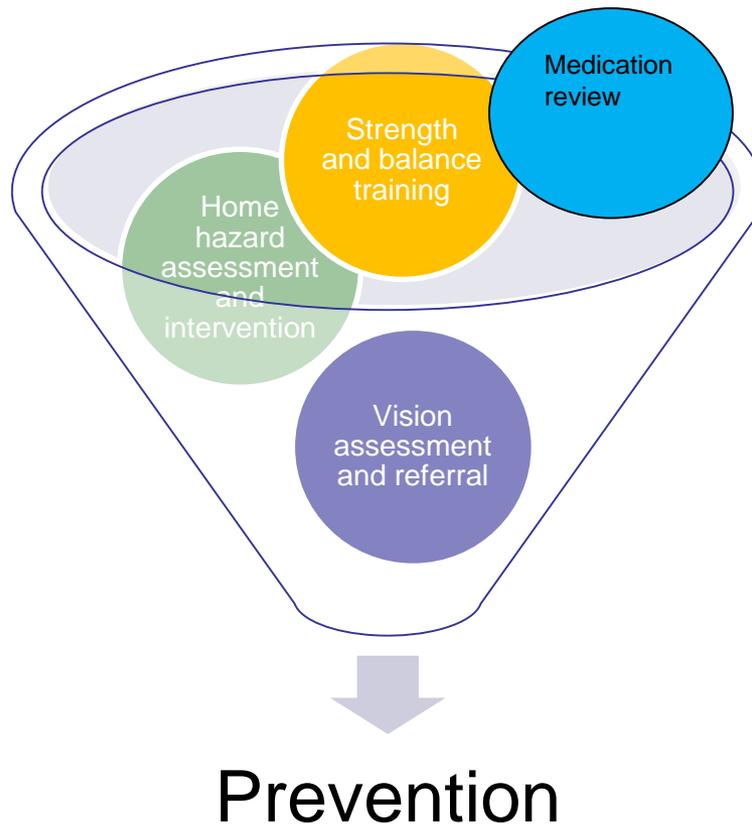
Environment

Footwear

Visual/ hearing impairment

Focus on the things that help maintain and improve physical wellbeing, which also have an impact on reducing the risk of falling and fear of falling.

Multifactorial Intervention



- Encourage older people to participate in falls prevention.
- Support their fear of falling and encourage activity.
- Help people understand what to do when they fall and how to call for help.

Our current model of regulation

Register

We **register** those who apply to CQC to provide health and adult social care services

Monitor, inspect and rate

We **monitor** services, carry out expert **inspections**, and judge each service, usually to give an overall **rating**, and conduct **thematic reviews**

Enforce

Where we find poor care, we ask providers to improve and can **enforce** this if necessary

Independent voice

We provide an **independent voice** on the state of health and adult social care in England on issues that matter to the public, providers and stakeholders

How we monitor services

- Prevention of Future Deaths Regulation 28 Coroner reports
- Statutory notifications
- Whistle-blowers
- ‘Share your experience’
- Local authority and CCG feedback/ performance
- Leadership of the service (lack of registered manager)



Well Led

Progress patterns and trends
Clinical Governance
Audit
Continuous improvement
Policy review
Statutory notifications

Safe

Lessons learnt
staffing

Effective

Working with professionals
Staff training
Best practice
Staff supervision

Safe

Accidents and incidents
Review of risks
Lessons learnt
Staffing
Monitoring following falls

Effective

Outcomes
MCA and consent
Communicating change

Caring

Involvement in review

Analyse

Assessment/
re-assessment

Monitor/review

Implement

Safe

Risk assessment
Premises and equipment
Staffing (levels and deployment)
Medicines

Effective

Best practice
Assistive technology
Consent and MCA/
involvement
Working with professionals

Responsive

Person centred care plan

Responsive

Person centred care –
activities/ exercise/ technology
(call bells)

Caring

Kindness and compassion
Involvement in care planning
Dignified support and promote
independence

Effective

Staff training and competence
Working with professionals
Nutrition
Health and wellbeing

Quality matters: a collective effort

People who use services, families, carers – giving feedback

Staff – capable, confident and supported

Providers – culture, organisation, expectations

Commissioners and funders – expectations of quality

Regulators – monitor, inspect, rate, take action, celebrate

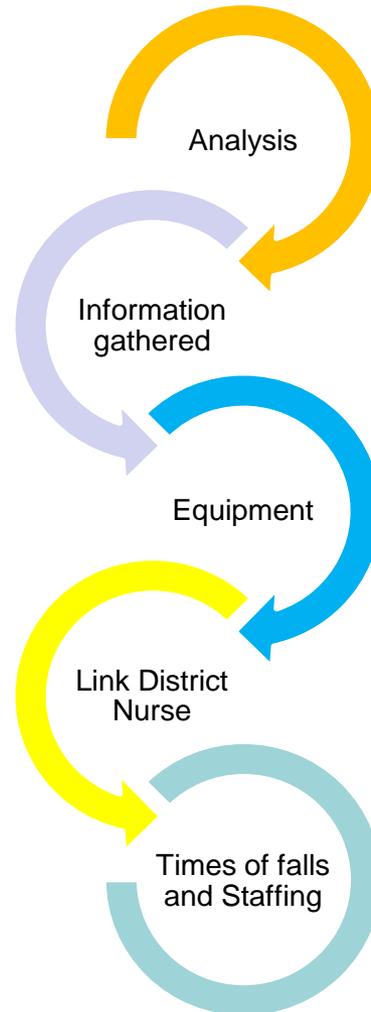


Good Practice Example



Anchor Active

Meaningful activity



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!**

Continuous Improvement

Well Led

Progress patterns and trends
Clinical Governance
Audit
Continuous improvement
Policy review
Statutory notifications

Safe

Lessons learnt (involve people)
staffing

Effective

Working with professionals
Staff training/ communication
Best practice
Staff supervision

Safe

Accidents and incidents
Review of risks
Lessons learnt
Staffing
Monitoring following falls

Effective

Outcomes
MCA and consent
Communicating change
Health and wellbeing

Caring

Involvement in review

Analyse

Assessment/
re-assessment

Monitor/review

Implement

Safe

Risk assessment
Premises and equipment
Staffing (levels and deployment)
Medicines

Effective

Best practice
Assistive technology
Consent and MCA/ involvement
Working with professionals

Responsive

Person centred care plan

Responsive

Person centred care – activities/
exercise/ technology/ equipment
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It is worth it



Thank you



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