

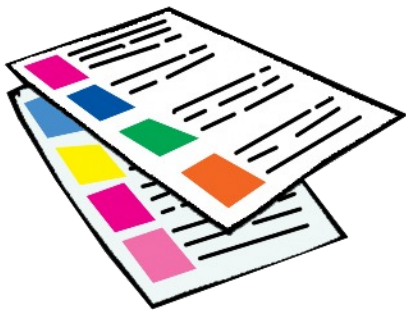


ADULT SOCIAL CARE

Quality matters



Easy read version of the 'Quality matters' report.



This is an easy read version of the report called 'Quality matters'.



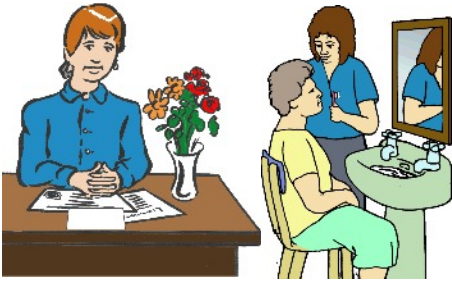
'Quality matters' was written by bringing lots of different organisations together who are involved in social care. This includes organisations that are led by people who use social care services.



'Quality matters' is about everyone agreeing how they can improve services like care homes, nursing homes, and care provided for people in their own homes.



It is important that all these organisations play their part in improving quality and making sure that it keeps improving.



It has been written so that:

- Care staff and managers know what great care looks like and know how they can make it happen.



NHS
England



- Organisations that organise and pay for people's care (like local councils) and national organisations (like the Care Quality Commission and NHS England), support services to work together to give great care.

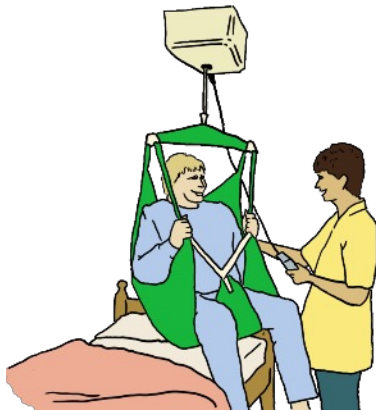


- Most importantly, people who use services, their families and carers know what person-centred care looks like and what standards they have the right to expect.

What person-centred care looks like for people



For people who use services, care that is person-centred must focus on what matters most to them, their families and carers, including those who may not have families to support them. Care services should make sure that they:



- Are safe: people are protected from harm, neglect and abuse wherever possible and can take positive risks. When mistakes happen, lessons are learned and services improve.



- Are effective: People's care is based on what we know is good, and helps them to enjoy a good quality of life.



- Give people a positive experience by being:
 - caring: staff treat people with compassion, dignity and respect
 - responsive: services meet people's different needs and help them make as many decisions as possible about their own care and the way that care is planned for everyone.

What people can expect from great care



People who use services, their families and carers should be able to know what to expect from great care, where they can find it, and what to do about it when it is not good enough.

This works well when:



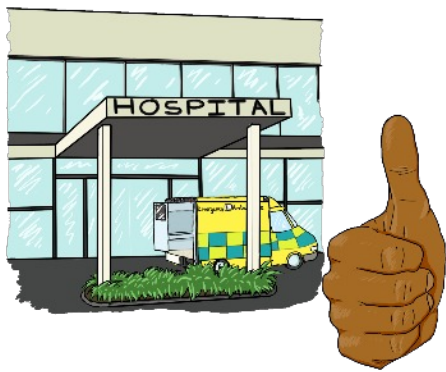
- People can easily tell staff, managers and other organisations about their experiences of care. Everyone is encouraged to give their views, including those who might find it more difficult, such as people with a learning disability or homeless people.



- Local people talk to each other to help choose and improve services. They share what good care looks like and are open and honest about where care is not good. This is supported by local services and organisations.



- Different services, like GPs, hospitals and care homes, and advocacy and advice services, work together to give good, person-centred care and keep people well. They use words that are easy for people to understand.



- People can make good decisions about their care, because they know:
 - About the quality of services in their area



- About how care is planned for and with them



- That they can have a personal budget or Individual Service Fund with a provider.



The 'Quality matters' report is very important, but it is just the start. The report includes action plans to say who will do what to improve the quality of care for people who use adult social care services.



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