



# Checking your care home for the care you should expect to get

Original document title:  
**What standards you have the right to expect  
from the regulation of your care home**

**EasyRead**



# What is in this booklet



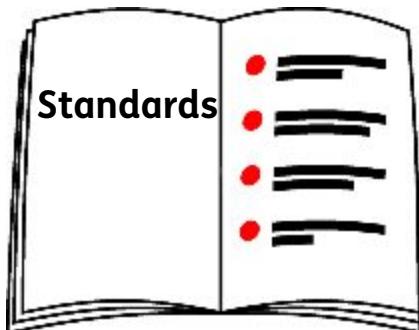
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# About this guide



This EasyRead guide is for people who get care, treatment or support in a care home.



It tells you about the **standards** of care you should get.



**Standards** are the things that all care homes must do well enough. If care homes meet these standards they should be giving people good care and support.



This guide tells you what to do if your care home is not meeting these standards.



It tells you how to find out how well your care home is doing.

# Who are we?



We are the **Care Quality Commission**.



We check all health and adult social care services in England.



We check services run by:

- the NHS
- local councils
- private companies
- voluntary groups.



We help people who are affected by the law called the **Mental Health Act**.



As well as care homes we also look at other services like:

- hospitals



- ambulance services



- mental health services



- dentists.



In future we will also look at GP practices (family doctors).



We look at services for:

- elderly people
- people with mental health problems



- people with learning disabilities



- people with physical disabilities



- people with long-term health conditions.

# Checking care homes



The law says:

- all care homes must make sure their services meet the national care standards
- these standards protect your safety and respect your dignity and rights



- our inspectors check to see if care homes meet the standards. We only allow care homes that are good enough.



# The standards you can expect from your care home



**1. You should be respected and be part of deciding your care and support. You will be told what is happening all the time.**



- you will be part of talks about your care, treatment and support. You will get support to help you make decisions



- staff will respect your privacy and dignity

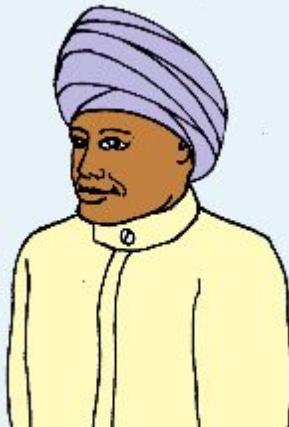


- you will get support to help you live as independently as you can



- before you have any examination, care, treatment or support, you will be asked if you agree to it.

## Here is an example:



**Harpal has autism. This affects how he talks with people.**



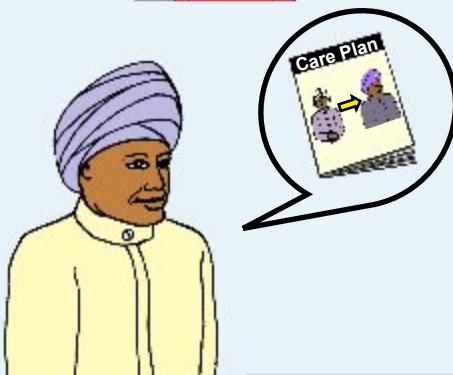
Harpal moved into a care home. When he was getting ready to move they made a care plan for him. Harpal and his mother helped write the plan.



The care plan says what Harpal likes to do for fun and about his religion.



They support Harpal to be as independent as possible. He is supported to take part in his local community.



Harpal can ask for changes to his plan at any time.

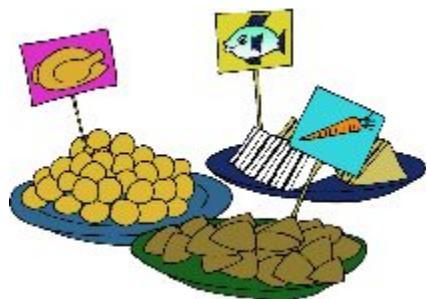
## **2. You can expect care, treatment and support that meets your needs.**



- your needs will be checked. This makes sure you get the right care which is safe and that supports your rights



- you and your care professional will agree to the care which will help your health and well-being



- you will get food and drink that meet your needs



- if you have more than one service, or if you are moved between services, they will work well together.



Your service should meet your needs for your:

- culture and the language you speak



- sex (whether you are a man or a woman)



- disability



- age



- sexuality (whether you are lesbian, gay, bisexual or straight)



- religion or belief.



The law protects your rights under the **Human Rights Act**.

## Here is an example:

**Alice has Alzheimer's disease.**



After a long time in hospital, she and her husband George were given the choice of Alice staying in hospital or moving to a care home.



They made the choice for Alice to move to a care home. The hospital told the care home about Alice's needs.



Some changes were made to her room to keep her safe and Alice's GP was involved in everything.



Alice is a vegetarian, so this was part of her care plan. A vegetarian choice was added to the daily menu at the home.

### 3. You can expect to be safe.



- you will be protected from abuse.  
Staff will respect your rights



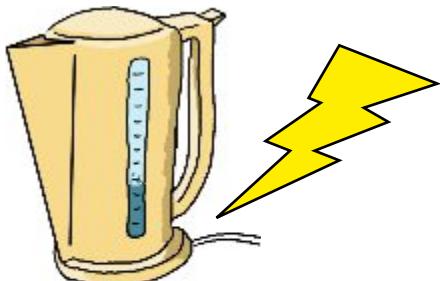
- your care home will be clean.  
You will be protected from infection



- you will get the medicines you need,  
when you need them, and in a safe  
way



- you will be cared for in a safe and  
accessible place



- you will not be harmed by unsafe or  
the wrong equipment.

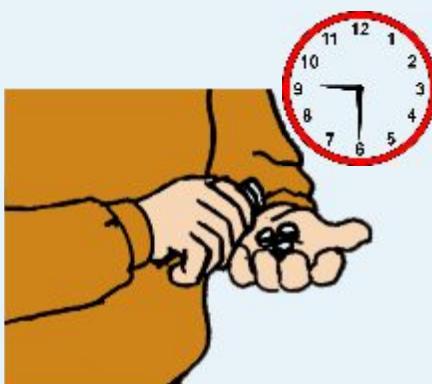


**Here is an example:**

**Olive lives in a care home.**



Like many others, she takes several medicines.



The home always makes sure she has her medicines at the right time.



The home makes sure they always get more medicines when they need some.



#### 4. Staff who care for you will have the right skills to do their job.



- staff will have the knowledge, skills and experience to meet your needs



- there will be enough staff to keep you safe and meet your needs



- staff will be well managed and able to learn more.

## Here is an example:

A care home has 23 people living there.  
Several have dementia.



All the staff are checked by the police to make sure they have not broken the law.



The home keeps good records about staff. What others have said about them and what exams they have passed.



All the staff know what they should to care properly for people with dementia.

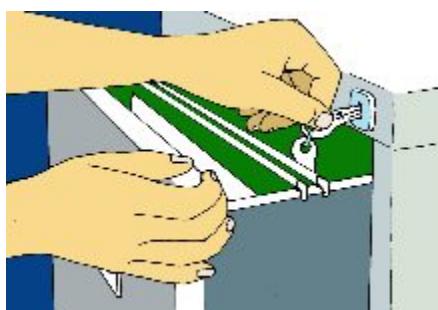


Staff move people properly and have had the proper training.

## 5. You can expect your care home to check their services.



- your care home will check their services to make sure you are safe



- your records will be right. They will be written carefully with no mistakes and kept private



- you can complain

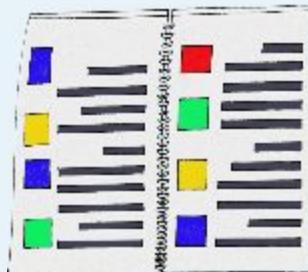


- you can also get support to make a complaint. Your care home must sort out your complaint properly.

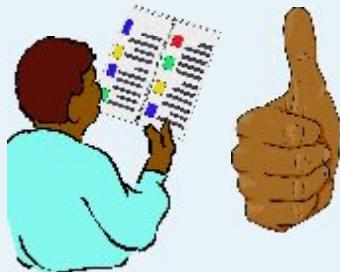


## Here is an example:

**Jane lives in a care home with people with learning disabilities.**



The home has EasyRead information about how to complain.



This helps Jane understand it.



Everyone living in the home, their family and friends are all told to tell the staff about anything they are worried about.



They know staff will look into any worries properly.



Staff use this information to make their service better.

# What to do if your care home is not meeting the standards



There are **2** things that you can do:

**1.** You can complain to your care home.



**2.** You can tell us about the kind of care you get.

## 1. How to complain



If you want to complain about a care home, nursing home or other care service, first tell the manager.



Every care home and social care service must have a proper way to deal with complaints. When we check care homes we look at how they do this.



Care homes must tell us about any complaints they get and how they have sorted them out.



If your council pays for your care, you can also complain to them.



If you are still unhappy you should get in touch with the **Local Government Ombudsman**.

To get in touch:



Call: **0300 061 0614**



Website: **[www.lgo.org.uk](http://www.lgo.org.uk)**



## 2. How to tell us about your care

We make sure that care homes deal properly with complaints.



We do not sort out the complaints ourselves but we do want to know if you get good care or bad care. Tell us about the kind of care, treatment and support you get.



This helps our inspectors decide how well care home is doing.



We also want to learn about good care as well.

To get in touch:



Phone our call centre on **03000 616161**



Or go to: **www.cqc.org.uk/tellus**.



You can also tell your **Local Involvement Network (LINK)**.

These will soon be called **Local Healthwatch**.



They will send information on to us.



## How to find out if your care home is good enough

Find out how well your care home meets our standards by:

- going to our website at:

**[www.cqc.org.uk](http://www.cqc.org.uk)**



- asking your friends, family or support workers to check our website.

You can find the care home you are looking for by typing in its name or the area where it is



- using our lists to help you choose a care home in the area



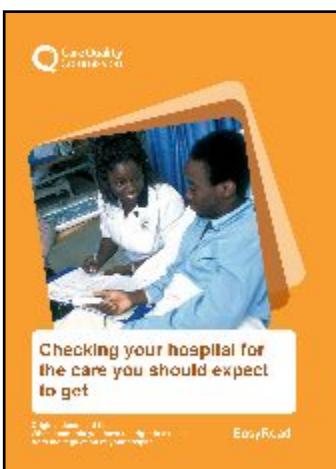
- phoning us on **03000 616161**.

# Other publications



## Other guides

- Checking your dentist for the care you should expect to get



- Checking your hospital for the care you should expect to get



- Checking your support services for the care you should expect to get in your own home.

## Find out more



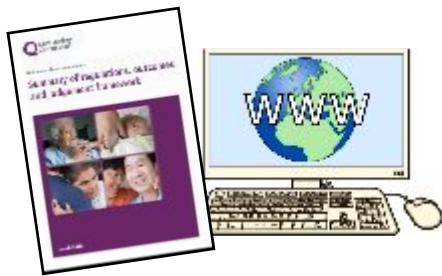
Read the **new rules** by searching for Health and Social Care Act 2008 at:

**[www.legislation.gov.uk](http://www.legislation.gov.uk)**



Read **our guidance** for providers at:

**[www.cqcguidanceaboutcompliance.org.uk](http://www.cqcguidanceaboutcompliance.org.uk)**



Read a **summary** at:

**[www.tinyurl.com/cqcPubs](http://www.tinyurl.com/cqcPubs)**

## Get in touch with us



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**[www.inspiredservices.org.uk](http://www.inspiredservices.org.uk)**

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