



CareQuality  
Commission

Quality and legal issues  
Support services  
looked at by the Care  
Quality Commission

# Support services looked at by the Care Quality Commission



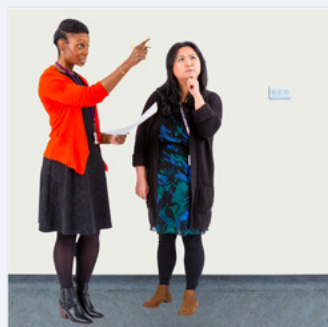
Some support services must also be registered with the **Care Quality Commission (CQC)**.



These are services like GPs, hospitals and residential care homes as well as some community support.



**Care Quality Commission** checks to see if providers are giving good health and social care to people.



They do this by inspecting services, looking at a number of quality standards.

# Support services looked at by the Care Quality Commission



**They check whether the support service is:**



**Responsive to people's needs**



**Effective**



**Well-led**



**Caring**



**Person centred**



**After Care Quality Commission have inspected a service, they will write a report.**

# Support services looked at by the Care Quality Commission



The reports might help you compare different services and make a choice about what one you choose.



You can search for care homes and view these reports on the Care Quality Commission website:

[www.cqc.org.uk/what-we-do/services-we-regulate/find-care-home](http://www.cqc.org.uk/what-we-do/services-we-regulate/find-care-home)



In most of these reports the Care Quality Commission will give a rating.

There are four different ratings they can give:



**Outstanding**  
The service is performing very well



**Good**  
The service is performing well

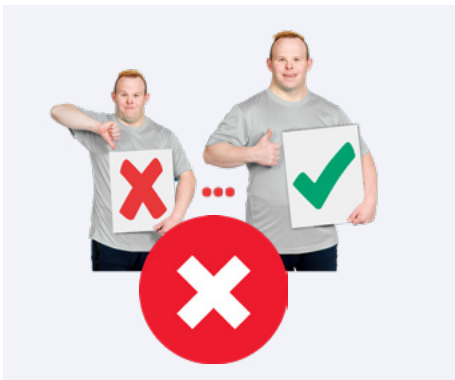
# Support services looked at by the Care Quality Commission




**Requires improvement**  
Service needs to do better



**Inadequate**  
Service is performing badly



A service being on the Care Quality Commission list does not automatically make it better.



It does mean there are rules the service should be following.



There is easy read information on what Care Quality Commission do at:  
[www.cqc.org.uk/sites/default/files/20170629\\_CQC\\_About\\_us\\_easyread\\_0.pdf](http://www.cqc.org.uk/sites/default/files/20170629_CQC_About_us_easyread_0.pdf)

The Housing Guide was a collaboration of LDE, Housing LIN and Ace Anglia.

It was supported by a co-design group of self-advocates and families. The co-design group were Jo, Rachel, Danielle, Gary, Liz, and Kate.

Thanks to everyone who shared stories, gave us feedback, and let us include their work. Please do share feedback and comments to LDE.

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