

## What they said in response to the report ...



**Janet Morrison**

“While it is reassuring that the overall majority of social care services continue to be rated as good, it is extremely concerning that nearly 4,500 care services are under-performing. There are systemic problems which need to be tackled, including staffing and, most worryingly, poor safety. No-one should have to live in a care home or receive care where safety is under question. While there are many examples of good care, nonetheless a quarter of all services inspected by CQC have been found to be unsatisfactory when it comes to providing the safe care older people and their families expect. This poses serious questions to government about the crisis in the social care system. A cross-party approach is needed to put in place a sustainable and long-term funding solution that delivers high-quality social care services now and in the future.”

**Janet Morrison, chief executive of Independent Age.**

“It is disturbing that safety has been flagged as the biggest concern in care, when providers are caring for some of the most vulnerable adults in society. Too often we hear the consequences of inadequate care – our investigation last year revealed people with dementia left in soiled sheets, or becoming ill after eating

out of date food, and that only a third of homecare workers have received dementia training, leaving families fearing for their loved ones. “People with dementia deserve better. Without funding to put the right protocols in place, it’s no surprise that providers are being forced to cut corners. We need to see Government act before the care system collapses, with clear detail on consultation for reform that is backed up with action, not more words.”

**Nicola O’Brien, head of policy and campaigns at Alzheimer’s Society.**

“The report indicates that although progress has occurred there is much to be done in order to ensure that all providers are in a position to provide the best quality care; getting to grips with the fees from local authorities and CCGs is key to this objective. Care England welcomes the report and the intelligence it provides will ensure CQC and providers can work to see a social care sector that can achieve the high ambitions it sets itself for good quality and personalised care.

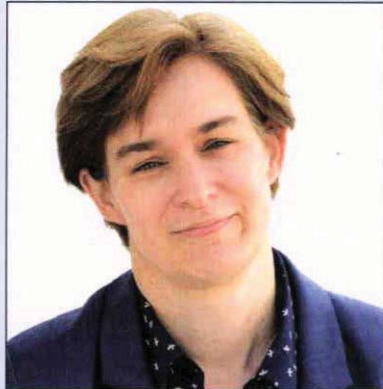
“This sector is still at a tipping point. In order for this to be alleviated the resource, including the newly pledged money from the Government, needs to be delivered to the front line. This is not always happening and action must be taken to address this by Government.”

**Professor Martin Green OBE, chief executive of Care England.**

“We welcome the CQC’s report into the standard of adult social care nationally. As the Local Government and Social Care Ombudsman we investigate complaints about adult social care, and work closely with CQC to inform their inspection work

by sharing information about our investigations into care providers when things go wrong. "Because of this we believe a key factor in any well-run service is an encouraging attitude to complaints. Care users and their families should be confident to raise concerns about the care they receive, that those concerns are listened to and providers use the learning from those complaints to inform their own service improvements."

**Nigel Ellis, chief executive of the Local Government and Social Care Ombudsman.**



**Vic Rayner**

"The CQC report provides a window into the complexity of adult social care in 21st century Britain. This report shows that the 'care' factor is alive and well, with over 95 per cent of services being rated as good or outstanding for the care that they provide. This is good news, and is vital that we continue to measure. "The report also highlights the areas where there is need for significant improvement – demonstrating the critical importance of safeguarding and leadership. These factors are, of

course, essential for the delivery of care to some of the most vulnerable members of society. Leadership is a key driver for change, and it is very encouraging that CQC has highlighted the importance of a strong culture around creativity and innovation as making a real difference to the delivery of outstanding services."

**Vic Rayner, executive director of the National Care Forum.**



**Ben Challinor**

"The latest CQC report goes to show what we are facing as a care industry and the reference to lack of money not being an excuse for quality care is alarming. If you spoke to care home operators trying to make a living in a 20-bed care home with fees at just £350 a week, they may not agree. Many care homes are literally facing a fight for survival. The sector is under immense pressures with factors like the National Living Wage keeping both large and small care home operators awake at night. The Government's £2 billion investment is a welcome start. However, the focus for the care homes needs to be improved training, support and continued investment from the local authorities."

**Ben Challinor, co-founder of Caresolve.**