

Your quick guide to registration

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The Care Quality Commission is introducing a new registration system for all NHS trusts, independent healthcare providers and adult social care providers in England. The new system comes in gradually from April 2010.

Registration is a legal licence to operate. We will register services against new essential standards of quality and safety which will apply across the care sector.

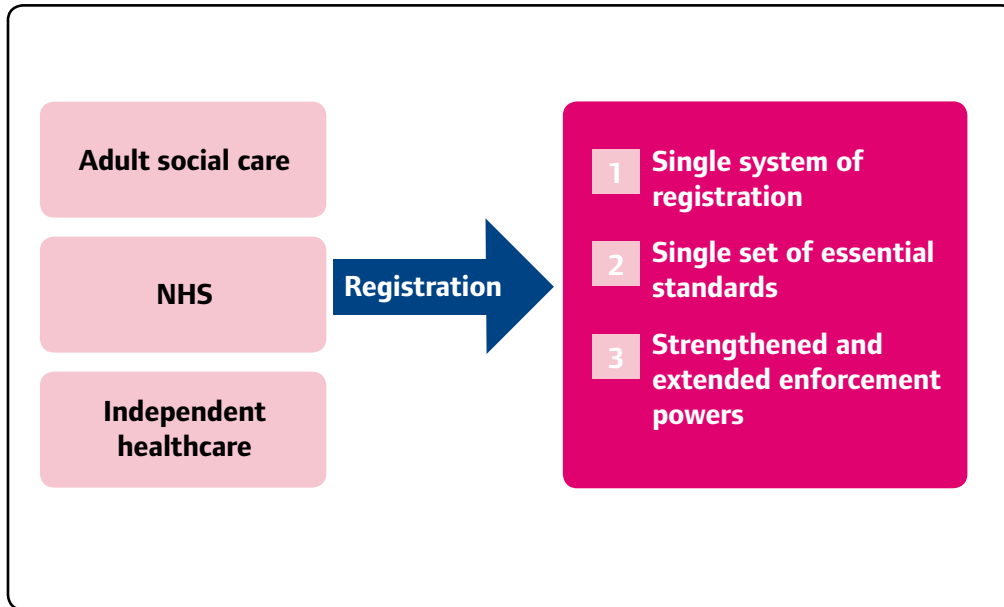
Providers will only need to apply for registration once. After the initial registration application phase, we will continuously monitor whether providers are meeting essential standards as part of a new, more dynamic system of regulation which places the views and experiences of people who use services at its centre.

The new registration system focuses on outcomes – the experiences we expect people to have as a result of the care they receive – rather than primarily on policies and processes. And, we want people to have a bigger say in how we judge whether providers are meeting essential standards.

The aim of registration is that people can expect services to meet essential standards of quality, to protect their safety and to respect their dignity and rights wherever care is provided, wherever they live.

A single system across the care sector

Currently different types of services are regulated under different Acts with different regulations and standards. The Health and Social Care Act 2008 sets out a framework for bringing parity across the sectors. One Act, one set of essential standards, one set of strengthened and extended enforcement powers and one registration system.



Essential standards of **quality and safety**

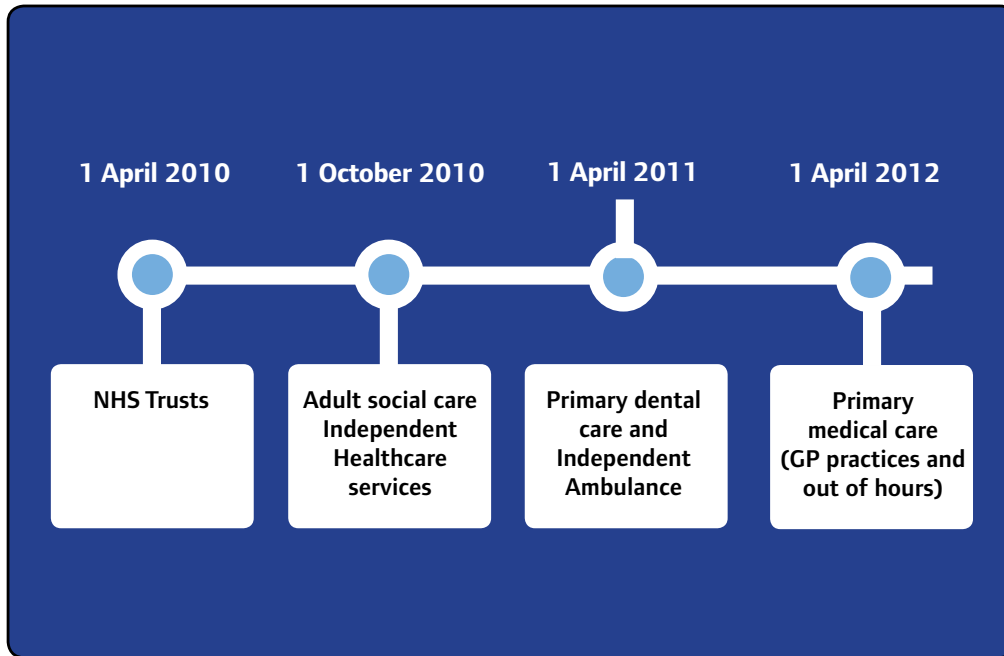
CQC has produced guidance about what providers must do to meet essential standards. The guidance is focussed on outcomes and relates to important aspects of care such as respecting and involving people who use services, care and welfare of people who use services and management of medicines. The outcomes are grouped into six main headings:

- **Involvement and information**
- **Personalised care, treatment and support**
- **Safeguarding and safety**
- **Suitability of staffing**
- **Quality and management**
- **Suitability of management**

Registration timeline

From April 2010, registration will be introduced gradually across the care sector. These dates are subject to legislation which is currently before Parliament for approval.

NHS Trusts are the first to come into the new system.



How the new system is different

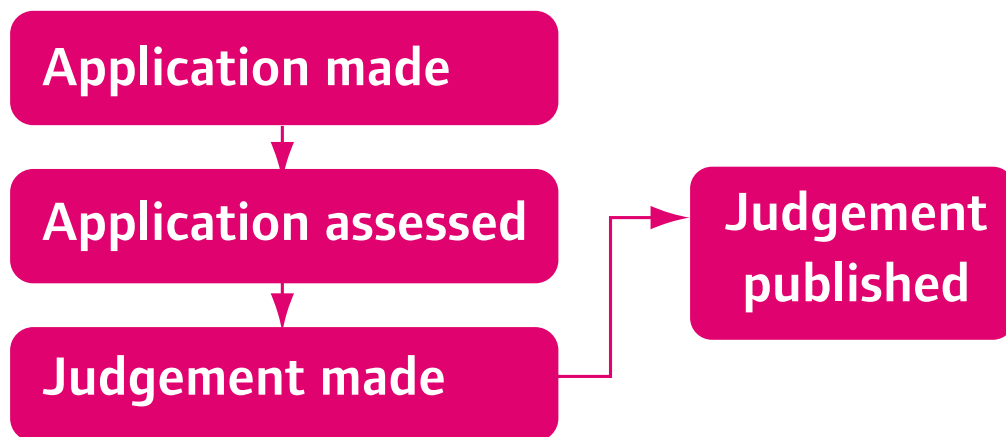
Under the new system there will be ongoing monitoring, near real-time judgements, targeted inspections and a wider range of enforcement powers.

Previous system			After registration
NHS	Adult Social Care	Independent Healthcare	
Rules based	Specific regulations & standards	Specific regulations & standards	Judgement within a framework
Retrospective	Near real time	Near real time	Near real time
Annual cycle	Annual cycle	Annual cycle	Continuous
Trust level only	Location only	Location only	Organisation, location, service levels over time
Non-specific rating	Single quality rating	No rating	Specific conditions (eg. service, regulation)
20% inspections	100% inspections within set frequency	100% inspections within set frequency	All organisations checked at least 2 yearly
Few investigations	Response to concerns	Response to concerns	Multiple specific targeted checks and visits
No enforcement powers	Specific enforcement powers	Specific enforcement powers	Strong enforcement powers
Partners not involved	Limited involvement from partners	Limited involvement from partners	Working closely with partners
People not involved in inspection, limited collection of their view	Some direct involvement in inspections, always asked their view	No involvement	All inspections will involve people. People's views will be given weight in our decisions about services

How registration works

NHS trusts applied to register in January 2010. CQC is now considering those applications, cross checking them against a wide range of information we have collected from our inspections, reviews of services, numerical data sets and from other bodies. Where necessary, our local teams are conducting further inspections to check that essential standards of quality and safety are in place.

Registration Application

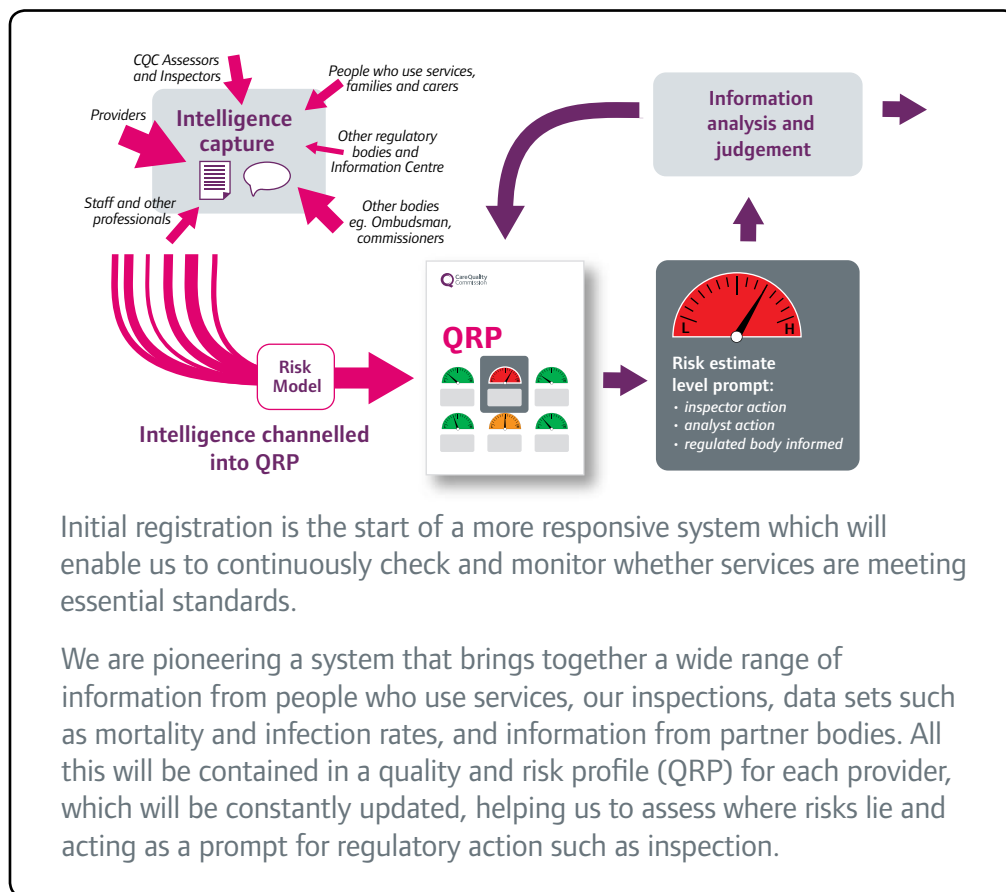


Information about how well trusts are meeting essential standards, whether they are registered with conditions, and the reasons why, will be published on our website following approval of the appropriate legislation in parliament.

Conditions of registration

Where we have evidence that providers aren't meeting the standards, we may register some providers with conditions about their compliance. These are a tough test where we have significant concerns, demanding a clear action plan to improve and timescales in place to get it right. These conditions may be removed following improvement, or replaced by swift, proportionate enforcement action.

Continuous monitoring of compliance



Reviews of compliance

There are two types of compliance review, planned and responsive:

A responsive review of compliance:

- is triggered by specific information that raises concern about compliance
- is not a full check of compliance for all 16 outcomes (for the core 16 quality and safety standards)
- is **targeted** to the area(s) of concern

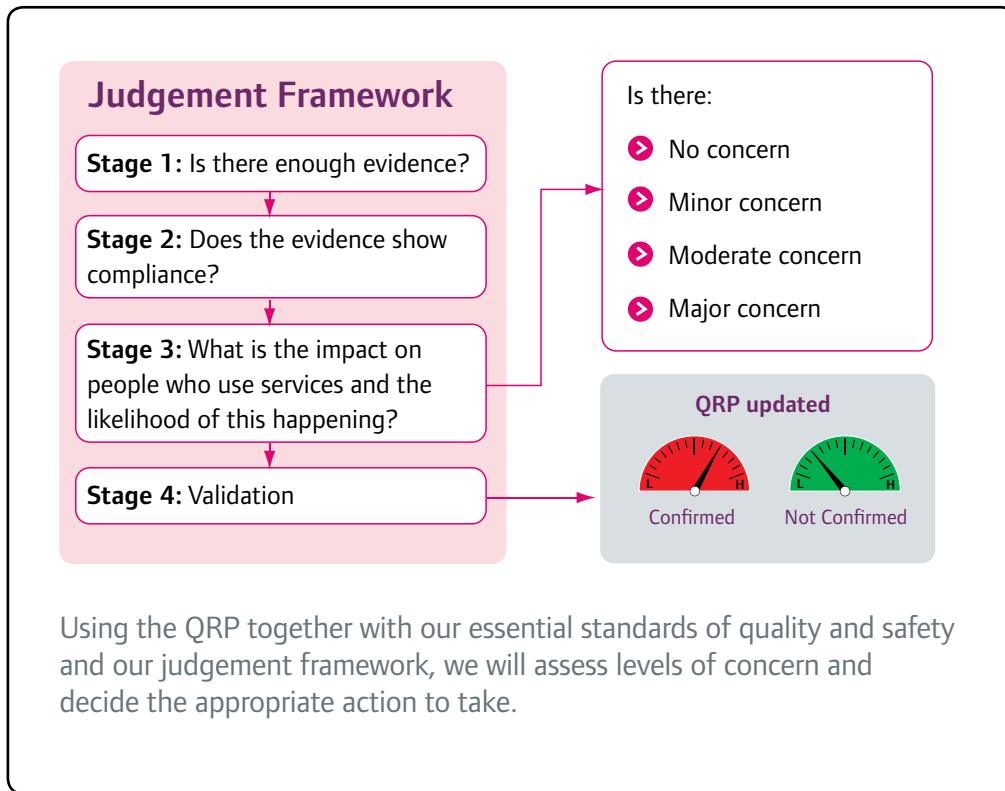
Depending on the concern, may focus on:

- the whole provider
- one or more locations
- one or more regulated activities
- a particular service
- one or more outcomes
- May include a site visit
- All findings will be published

A planned review of compliance:

- Looks across all regulated activities at a location to assess compliance with all 16 outcomes (for the core 16 quality and safety standards)
- Will take place at intervals of 3 months to no less frequent than 2 years
- Will be **proportionate**, with additional activities focused on gaps in information
- May include a site visit
- All findings will be published

Making a judgement

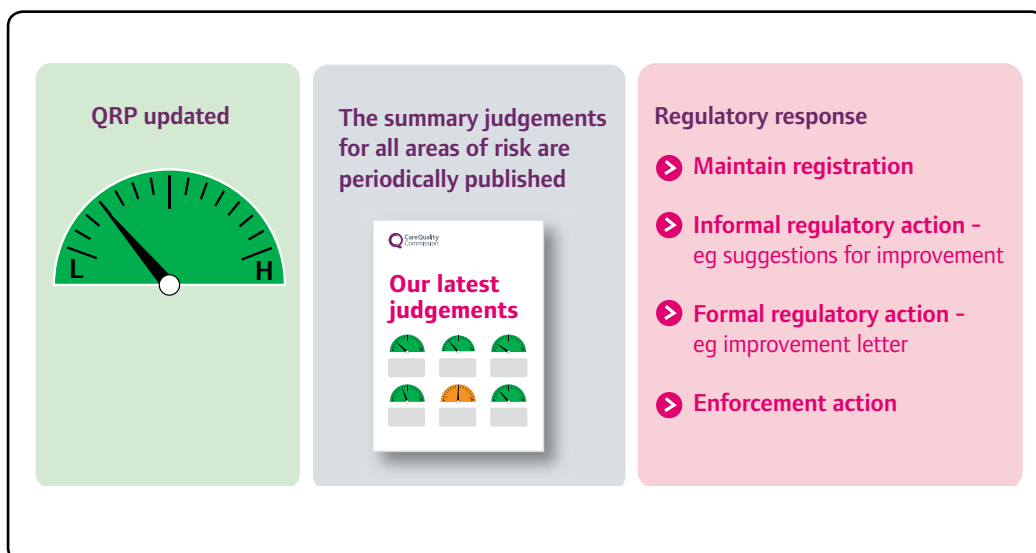


When making our judgements about compliance, we will decide whether no further action is necessary or whether we need to take formal or informal regulatory action.

Informal regulatory action will include suggestions for improvement to the provider. This approach will only be used where issues can be resolved quickly, easily and where there is no immediate risk of serious harm.

Formal regulatory action includes a range of options aimed at achieving improvement without taking enforcement action. We may meet with the provider, send an improvement letter or refer the issue to another agency. We will work with providers, people who use services and other bodies to drive improvements in care. We will check improvements have been made, even where we are not responsible for the improvement actions. If the improvements are not made, we can escalate the concerns.

We may also take enforcement action.



Enforcement powers

We have a wider range of enforcement powers that allow us to take swift, targeted action where services are failing people. Enforcement action will depend on the level of concern we have about non-compliance with essential standards and our confidence in a provider's capability to take action.

Any enforcement action we take will be proportionate to the risks posed to people who use services and the seriousness of any breach of the law. We will be consistent in the application of these actions and will follow up all enforcement activity through a review of compliance. If the necessary changes and improvements are not made, the concern will be escalated.

➤ **Warning notice**

➤ **Imposition or variation of conditions**

➤ **Suspension of registration to provide certain services**


➤ **Penalty notices and fines**

➤ **Prosecution**

➤ **Cancellation of registration**

Providing registration information to the public

When we have completed a review of compliance, we will update our Quality and Risk profile and publish the judgement and regulatory action on our website. We will launch a new way of publishing information on our website later this year. Below is a prototype of how the information might be presented (this format may change).



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Social care services directory

Information about healthcare services

- Overall performance
- Search for an organisation
- St Elsewhere Hospitals NHS Trust
 - Quality of services
 - Quality of Financial management
 - Information for patients
 - Focus on services
 - Community based care survey
 - Care in hospital survey
 - Making care safer
 - Download centre
- Focus on local services
- Mental health services report

St Elsewhere NHS Foundation Trust

Registration status

<NHS trusts now register with us to show that they meet a wide range of essential quality and safety standards>

There are conditions related to this trust's registration.

[Click here for more information on registration](#)

[Find out more about registration and the main locations where this trust provides services](#)

Assessments we have carried out

Performance for 2008/2009

- Quality of services
- Financial management

Reviews and other checks


- Inspection report on the prevention and control of infections
Find out about our recent inspection about protecting patients, workers and others from healthcare associated infections
- Visits to people whose rights are restricted under the Mental Health Act
Read about our visits to detained patients to monitor how service providers are using and following the Mental Health Act 1983, and our work regarding Community Treatment Orders
- Follow-up on children's services
Published March 2009
- Investigations and interventions
We are investigating serious concerns raised about the quality of care provided by the trust to older people requiring mental health care

What people have said about this trust

- What people said about outpatient care
Published January 2010
- What people said about inpatient care
Published January 2010

Have your say

- Contact us about this organisation
- How we involve people and use your feedback



More about the hospitals within this trust and an opportunity to have your say

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