



National Voices

People shaping health and social care

National Voices submission to the consultation on the CQC Strategy

March 2016

National Voices is the coalition of health and social care charities in England. We work for a strong patient and citizen voice and services built around people. We stand up for voluntary organisations and their vital work for people's health and care.

We have more than 140 charity members and 20 professional and associate members. Our membership covers a diverse range of conditions and communities and connects with the experiences of millions of people.

National Voices is a patient organisation member of the NHS England Specialised Commissioning Patient and Public Voice Assurance Group.

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National Voices welcomes the overall direction of the Care Quality Commission's (CQC) revised strategy for 2016-2021. We want to see the CQC align its work with the direction of travel towards a more localised, joined up, health and care system that focuses on the needs and wishes of the individuals, rather than the organisations providing support.

In doing this the CQC should take account of its own commitment to the May 2013 document "[Integrated care: our shared commitment](#)" which sets out what good, coordinated care feels like to the individual. Through the "[Narrative for person centred, coordinated care](#)" this is summarised as "I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me."

We believe that the new CQC strategy should embed this and seek to ensure that this commitment is demonstrated across health and care services. We welcome the way in which this narrative (and linked products) has been used to help shape the CQC's approach to the current thematic reviews of older people's and end of life care. The learning from these can be a useful foundation to build the strategic approach.

The CQC should also take account of the Five Year Forward View and resulting work, in particular to the theme set out in chapter two, of building a new relationship between people and the health and care system. The [People and Communities Board](#), chaired by the chief executive of National Voices, Jeremy Taylor, as one of the Five Year Forward View governance boards, has set out [six principles for changing and embedding this new relationship, at the core of which is a focus on engagement](#). These principles are:

1. Care and support is person-centred: personalised, coordinated, and empowering
2. Services are created in partnership with citizens and communities
3. Focus is on equality and narrowing inequalities
4. Carers are identified, supported and involved
5. Voluntary, community and social enterprise and housing sectors are involved as key partners and enablers
6. Volunteering and social action are recognised as key enablers

The shared NHS Planning Guidance, published in December 2015, includes reference to these, and the guidance sent in February 2016 to the new 'Transformation Footprint' areas tells local areas to ensure that these are considered when developing their Sustainability and Transformation Plans.

We hope that the CQC, in developing its new strategy, incorporates these six principles into the single shared view of quality, and explores ways in which services can be judged upon, and supported to, ensure that they are embedded. This could mean, for example, supplementing the five questions with another: 'Is care engaging [patients, carers, communities, the voluntary sector]?'