



The CQC wants to know what people with learning disabilities and/or autism think about the health and social care they receive!



The Care Quality Commission makes sure that health and social care services give people good care.



We do this by going out and doing checks and inspections and by asking people what they think.

What services do we check?



Hospitals



Mental health & community services



GPs (your doctor)



Dentists



Care Homes



And lots more...



When we check places we ask 5 questions

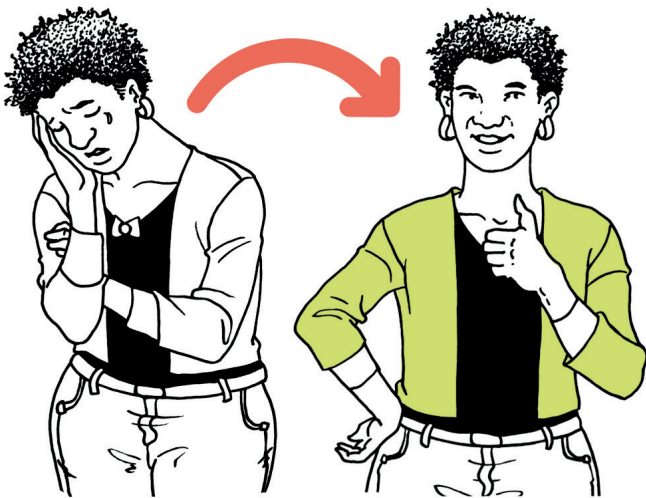
1 2 3 4 5



1

Is it safe?

Are people protected from abuse and avoidable harm?



2

Is it effective?

Do people's care, treatment and support, give them good results and a good quality of life?



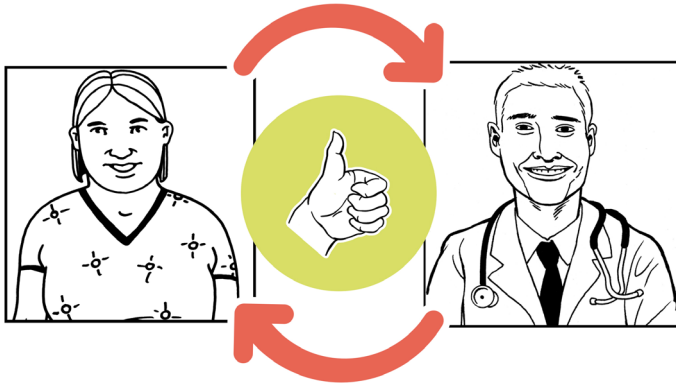
3

Is it caring?

Do staff treat people with kindness, dignity and respect?

When we check places we ask 5 questions

1 2 3 4 5



4

Is it responsive to people's needs?

Are services organised so that they meet people's needs when they need it? Do staff listen?



5

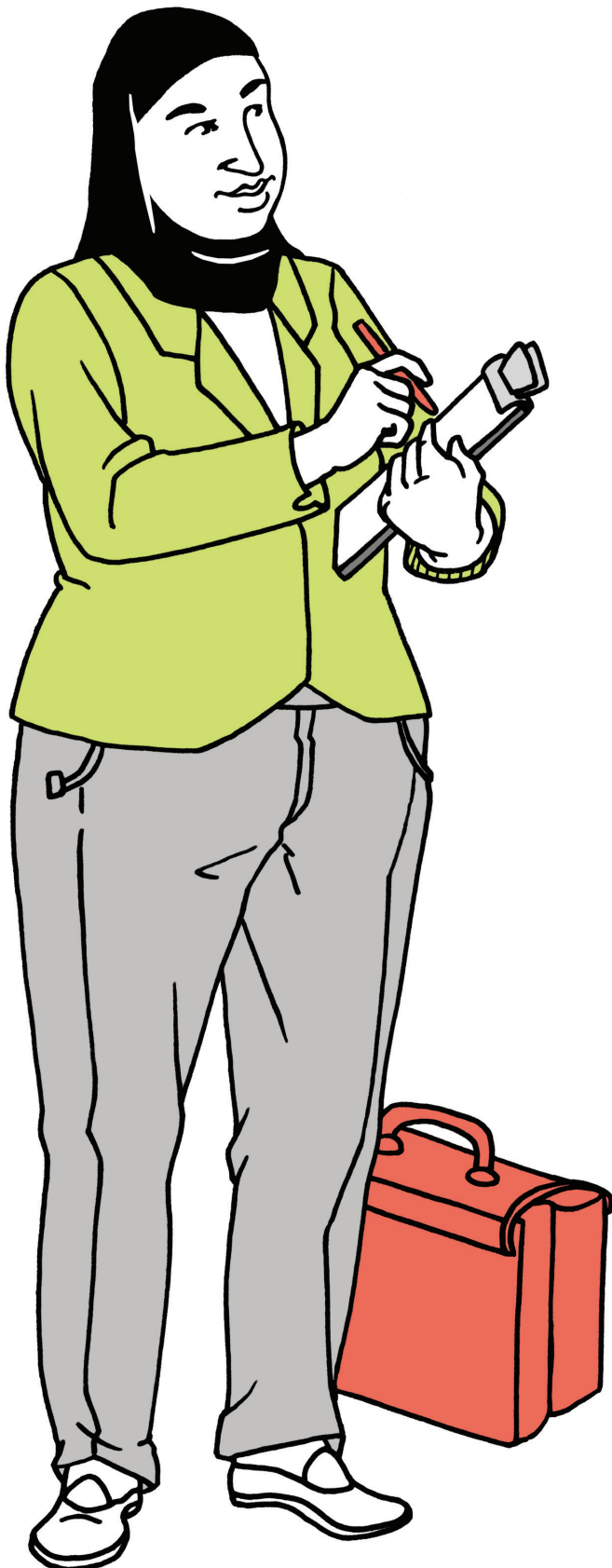
Is it well-led?

Do managers make sure things are organised well for staff and service users?

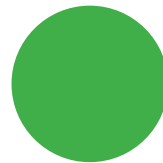


After we have checked a service, we write a report and give the service a rating.

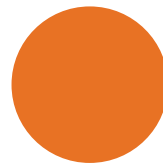
What are the ratings?



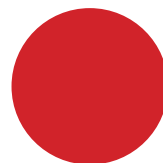
Outstanding



Good



Requires
improvement



Inadequate
(this means not
good enough)

Your view is important



CQC want to know what you think of any health and care services you have used in the last year; good or bad. This is so that we can tell our inspectors what to look out for when there is an inspection.

We think that it is very important to hear your view as you are the expert in your care.



We will not use your name when the inspection team use the information you have given us.

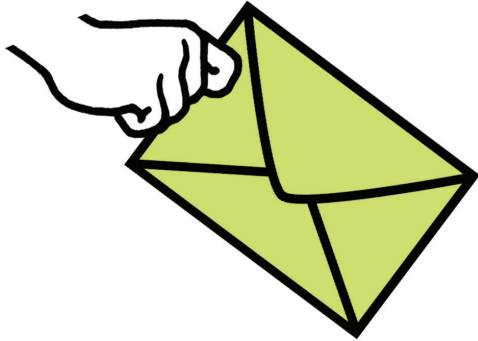


To give feedback on any services you have used in the last year, for example your doctor, dentist, or care home, please fill in the form and send it back to us.



E-mail:

feedback@cqc.org.uk



Post:

CQC Feedback
Citygate, Gallowgate
Newcastle Upon Tyne
NE1 4PA



Telephone:

03000 616 161

If you call us, please tell us that you got this letter from CHANGE and Disability Rights UK.



If you have an urgent problem about your care or your safety, please talk to the person in charge of the service you are using or ring the local authority safeguarding team in your area. They can help straight away.

Care Quality Commission – working with CHANGE and Disability Rights UK