

# Tell us about your care

Does it meet the  
standards you have  
a right to expect?

# Why we want to hear from you

At the Care Quality Commission, it's our job to make sure that health and social care services in England provide people with safe, effective, compassionate and high-quality care. We do this by inspecting and monitoring the care that services provide.

To do our job well, it's really important that people like you tell us about your experience of care and whether you think services are meeting the fundamental standards of care you have a right to expect listed on page 4.

By providing us with this information, you'll help us improve the overall quality of care in England. You'll also help us prevent poor care and abuse happening to others in the future.

We are working with Disability Rights UK to find out more from you about whether your care is meeting the fundamental standards.

Disability Rights UK is run by and for people with lived experience of disability or health conditions, and works to create a society where everyone can participate equally.

## **What we want to know**

We want to know about poor care, abuse and neglect, but we also welcome information about good care.

The information could be about:

- care you've experienced yourself
- care for others such as friends and relatives
- care you've seen or know about because of your job or voluntary work.

## **Complaints to providers – and why we can't take them up on your behalf**

If you've experienced or seen poor care, you have a right to feed back or complain to the organisation that provided or paid for the care.

We can't make these complaints for you or take them up on your behalf. This may seem confusing but it's because we don't have powers to investigate or resolve them.

The only exception to this is for people whose rights are restricted under the Mental Health Act.

If you do give feedback or make a complaint to an organisation that provided or paid for care, we really want to know too.

So please tell us as well as making your complaint to the provider. Your information will help us to protect others from going through the same experience.

# Fundamental standards

You have a right to expect the following fundamental standards.

- You must have care or treatment that is tailored to you and meets your needs and preferences.
- You must be treated with dignity and respect at all times while you're receiving care and treatment.
- You (or anybody legally acting on your behalf) must give your consent before any care or treatment is given to you.
- You must not be given unsafe care or treatment or be put at risk of harm that could be avoided.
- You must not suffer any form of abuse or improper treatment while receiving care.
- You must have enough to eat and drink to keep you in good health while you receive care and treatment.
- The places where you receive care and treatment and the equipment used in it must be clean, suitable and looked after properly.

- The provider of your care must have a system to handle and respond to complaints.
- The provider of your care must have plans that ensure they can meet these standards.
- The provider of your care must have enough suitably qualified, competent and experienced staff to make sure they can meet these standards.
- The provider of your care must only employ people who can provide care and treatment appropriate to their role.
- If something goes wrong with your care and treatment, the provider of your care must tell you what has happened, provide support and apologise.
- The provider of your care must display their CQC rating in a place where you can see it.

## **Does the care you receive meet these standards?**

Find out how to tell us on the back page.

Please tell us if you think a care home, hospital, agency providing care in the home, GP surgery or dental practice is not meeting the fundamental standards.



You can also tell us when you feel you have received good care.

## **Your feedback is important to us.**

You can tell Disability Rights UK in the following ways:

- Contact the Helpline on: **0330 995 0400**
- Or via the Helpline email:  
**enquiries@disabilityrightsuk.org**

## **Or you can tell CQC about your experience of care in the following ways:**

-  Complete our online form at **www.cqc.org.uk/tellus**.
- @ Email us at **Tellus@cqc.org.uk**, quoting reference 'Tell us about your care'.
-  Telephone us on **03000 616161**, quoting reference 'Tell us about your care'.