



# How good was health care and adult social care in England in 2018 and 2019

October 2019



Easy read version of 'The state of health care  
and adult social care in England 2018/19'

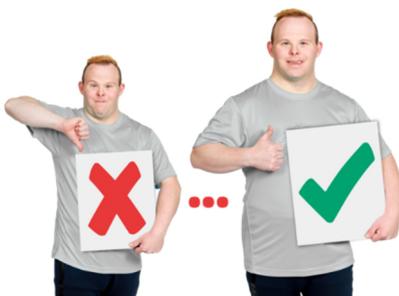


We are the Care Quality Commission (CQC). We check how good health and social care services are in places like

- hospitals
- GP surgeries
- care homes
- care in your home



This booklet tells you what we found in these services in England in the last year.



Most of the care that we see across England is good and is getting a little bit better.



But sometimes people can't get appointments or don't get the care they need until it's too late and things have got much worse for them.



These problems are very worrying when it affects people who are less able to speak up for themselves – like children and young people with mental health problems or people with a learning disability.



## **Services for people with mental ill-health, or people with a learning disability or autism**



Some people are finding it hard to get the support they need, when they need it. This might mean they end up in mental health services, but this could have been avoided if they had been helped sooner.



For example, too many people with a learning disability or autism are in hospital, because there are not enough specialist services with the right staff where they live.



We are also worried about the quality of these hospitals. For example, since October 2018, we have given 14 private mental health hospitals the lowest score (or rating), which means they are very poor.



This is not at all good enough. Everyone must work together to make a better way of caring and supporting people with a learning disability or autism.



For people who need to go into a mental health hospital in an emergency, there are fewer beds than there were 5 years ago (around 1 in every 7 beds is no longer available).



Although it is important that more people can be cared for and supported in the community, it is very important that people can get hospital support in an emergency.



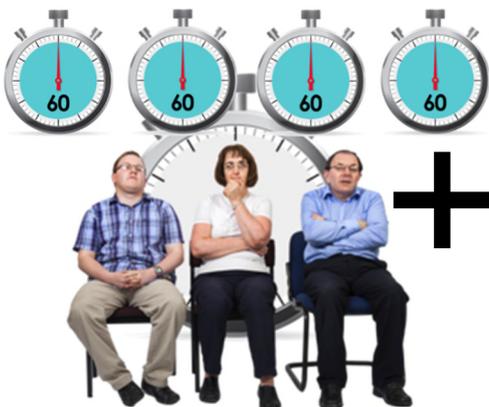
Our inspectors are seeing people using mental health and learning disability services being looked after by staff who do not have the right skills, training or experience.



## Other types of care services



There are problems in getting other types of care in England. People are waiting longer for treatment in hospitals, and people are needing more treatment, for illnesses like cancer.



The quality of A&E services has got worse. And more people are spending over 4 hours in A&E.



We are still worried about adult social care services, like care homes and home-care services, because it seems to be harder for some of them to stay in business. And the Government has not decided how adult social care services should be paid for in the future.

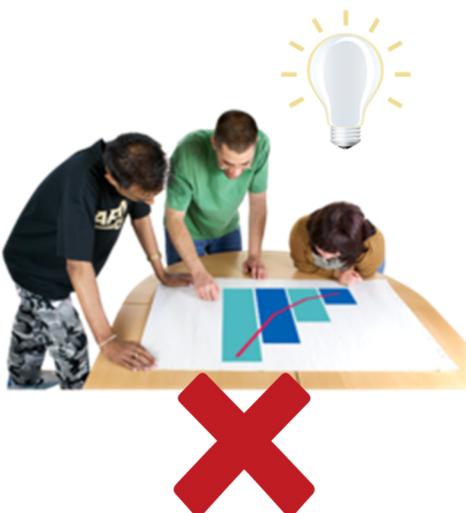
## Care services working together



The government, the NHS, councils, care services and other organisations need to change the way they work together so that the right services are being offered to the people that need them where they live.



For example, there are some areas in England, like Manchester, that look at how to pay for people's care and support across health and social care. This can help people's experience of care to feel more joined up.



## New ways of giving care and support

Sometimes, when we see really good care, this is because a service is doing something new or different. This can be using technology, like smartphones, or using staff in a better way to meet people's needs.

Too often, though, these new ways of working happen because 1 person, or a small number of people want to make a difference.

We do not yet find enough examples of care services and organisations that pay for them (like the NHS or councils), coming together to make new technology and new ways of working a big part of improving the quality of care for people.



## Find out more



You can read more about this report at:

[www.cqc.org.uk/stateofcare](http://www.cqc.org.uk/stateofcare)



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