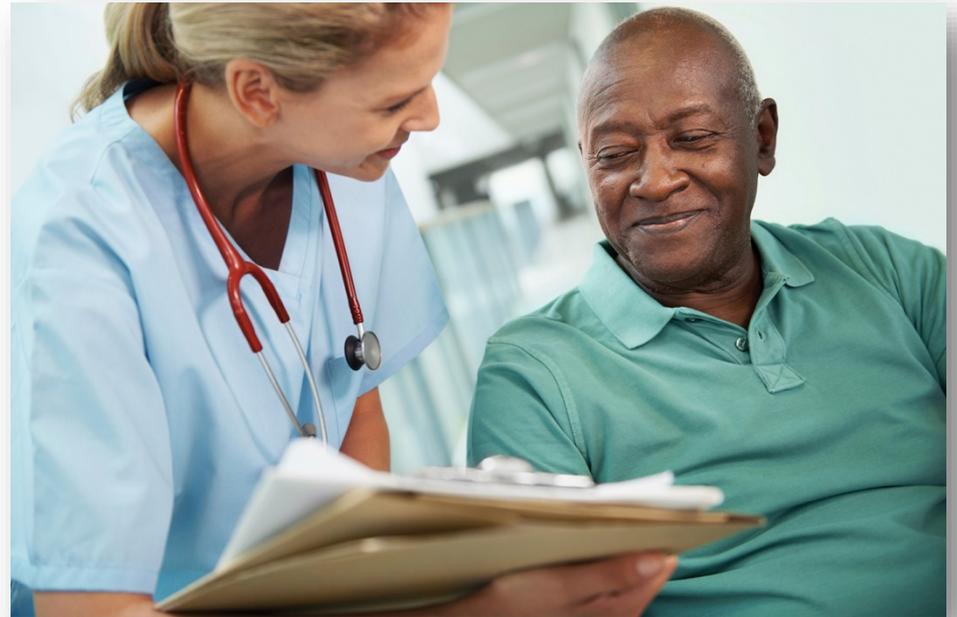


The role of CQC in tackling bullying and undermining behaviour in healthcare



Dr Iona Thorne

Clinical Fellow to Chief Inspector of Hospitals

8 February 2018

Our role and purpose

The Care Quality Commission is the independent regulator of health and adult social care in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve



Next phase approach for NHS trusts



9 weeks

12 weeks

12 weeks

Provider information request

- Used for monitoring, inspection and rating
- Includes a provider's statement of quality

Regulatory planning meeting

- Internal CQC meeting to determine inspection activity
- Using stakeholder views, CQC Insight, local relationships

Inspection

- Announced well-led inspection
- At least one unannounced core service

Reporting

- Reports will be published on our website

Ongoing monitoring – all year round

- Insight performance dashboard
- Strengthened relationship with providers

- Focused inspections if concerns – change core/location rating only
- Continue to listen to people who use services

Tackling bullying on inspections



“..Take appropriate action to address concerns raised by staff regarding bullying and harassment and review the effectiveness of mechanisms in place to support staff..”



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January 4th 2018

For cascade to Guardian of Safe Working Hours networks via NHS Employers:
Guardian of Safe Working Hours and Junior Doctors' Forum representative
interviews for CQC Well Led inspection

Have you personally observed or experienced bullying and harassment. Tell us about it?

What is the support like for people who have experienced bullying or harassment?

Would you be confident to raise issues of bullying and harassment? If not, why not?

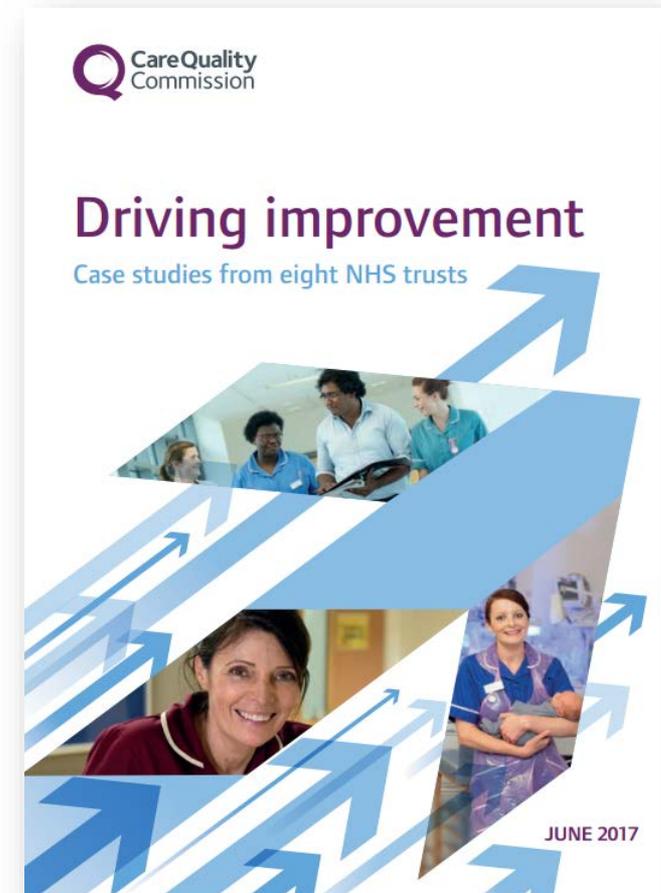
Commission (CQC) makes sure health and social care services are safe, effective, compassionate, high-quality care and encourage people to improve. By well-led, we mean that the leadership, management and the organisation assure the delivery of high-quality care supports

**National Guardian
Freedom to Speak Up**

Engaging and empowering staff is the main key to driving improvement



- It's not enough to create an improvement plan – staff need to be engaged and motivated to drive it
- Help staff understand they have the answers and means to improvement
- Focus on equality and diversity so *all* staff are engaged
- Engage staff in developing (and owning) a vision for the trust
- Empower staff to lead quality initiatives
- No-blame culture; celebrate success

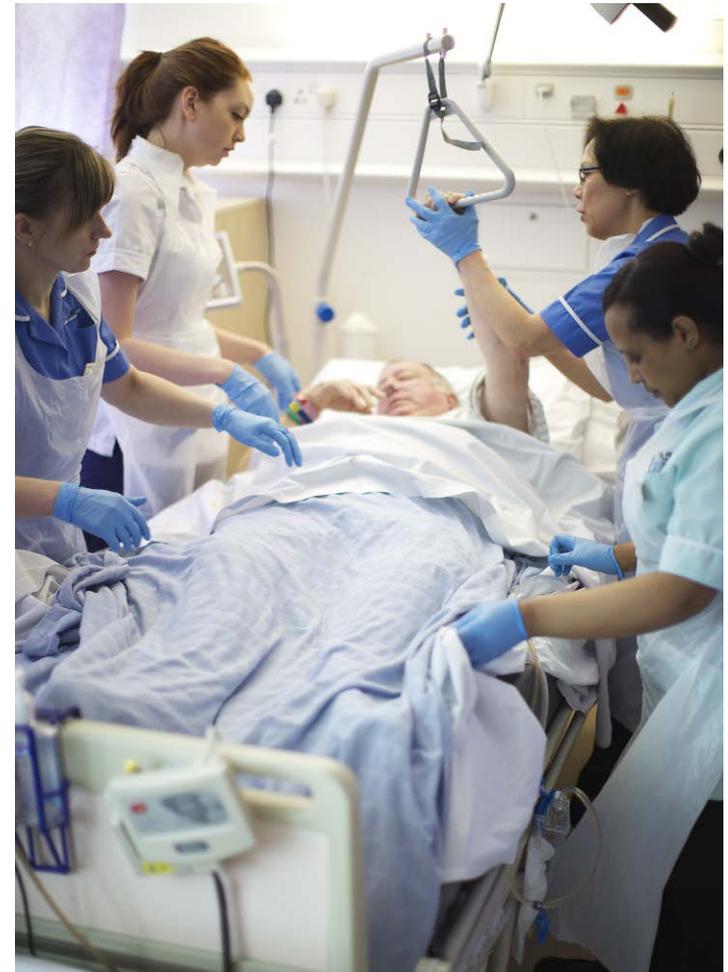


Strengthening our Fit and Proper Person Guidance



We have strengthened:

1. Passing on all details of FPPR concerns raised with us to providers
2. Developing the definition of 'serious mismanagement and serious misconduct', as referenced in the regulations
3. Improving our own records and management of information regarding FPPR



Equally Outstanding and creating a culture of staff equality..



Committed leaders

Principles into action

Culture of staff equality

Use external help

Apply equality and human rights thinking into quality improvement

Courage

Staff as improvement partners

People who use services at centre

Continuous learning and curiosity



Equally outstanding

Equality and human rights – good practice resource

How can a focus on equality and human rights improve the quality of care in times of financial constraint?



Enter

Thank you



We use clinicians to provide specialist advice and input into our regulatory inspection and investigation activity. For more information:

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@CareQualityComm

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