

Care Quality Commission and Neighbourhood Watch Survey Summary Report

1. Executive Summary

The Care Quality Commission (CQC) survey received almost 5,000 responses – 4,881 people took part in this survey. It was circulated to 37,746 Neighbourhood and Home Watch (NHW) members and coordinators via our national communication system receiving a 13% response rate. This method of circulation meant that the survey is likely to have reached a high proportion of NHW members compared with other health care service users.

The survey suggests that more than half of our members have some awareness of the CQC and its role as a national regulator or organisation. However, findings also imply that some have a relatively basic knowledge about the CQC's role and about the ability of a member of public to report a concern regarding care to the CQC. Consequently, further awareness raising is required to promote an understanding of the CQC and its role to help ensure local communities across England and Wales are receiving safe health and social care.

2. Key findings

2.1

Were you aware that there is a national organisation responsible for monitoring, inspecting and regulating health and social care services in England including hospitals, care homes and GP practices?

The most common response was 'Yes' – 67.3% (3,240) of respondents were aware of this. Nevertheless, 23.2% (1,119) answered 'No' as they were unaware of a national organization. Only 9.5% were 'Not Sure'.

2.2

What is the name of the regulator or organisation?

The majority of respondents – 84.4% (2,919) – were aware that the Care Quality Commission is responsible for managing health and social care services nationally. Only 10.4% were unaware of this.

2.3

Have you heard of the Care Quality Commission?

More than half – 63.4% (1,631) – of respondents had heard of the Care Quality Commission, while 36.6% (940) had not heard of the organisation.

2.4

What do you think the Care Quality Commission (CQC) does? Tick all that apply. Options included: Regulates/sets standards, Checks nursing homes, Assesses the quality of care, Enforces the standards of care, Helps people with special needs and/or Don't know.

26.5% (3,339) felt that the CQC 'Assesses the quality of care', 24% (3,014) of responses agreed they 'Regulate/set standards', 22.8% (2,873) believed that the CQC 'Checks nursing homes' and 20.1% thought they 'Enforce the standards of care'. 4.7% (585) of respondents assumed the CQC 'Helps people with special needs' and only 1.6% (205) answered 'Don't know'.

2.5

Care Quality Commission (CQC) inspection reports provide independent information on the quality and safety of all health and social care services. Have you ever seen, read or used a Care Quality Commission inspection report?

The majority of respondents – 71.9% (3,250) – answered 'No', while 21.5% (972) were familiar with the CQC inspection report.

2.5

Did you know that health and social care providers that have been awarded a CQC rating (there are four levels of rating – Outstanding, Good, Requires Improvement or Inadequate) must display it on their premises and online through their website (if they have one)?

61.2% (2,759) were unaware of the CQC rating; however, 38.8% (1,752) were aware.

2.6

Did you know you can report concerns about care to the Care Quality Commission (CQC) and these concerns inform where, when and what they inspect?

More than half – 51.6% (2,338) – were aware that they could report concerns. 48.4% (2,195) were not aware.

See the Appendix for the full results.