

Publishing findings from our new assessments

About this deck

These slides explain the prototype designs for the new regulatory model outputs.

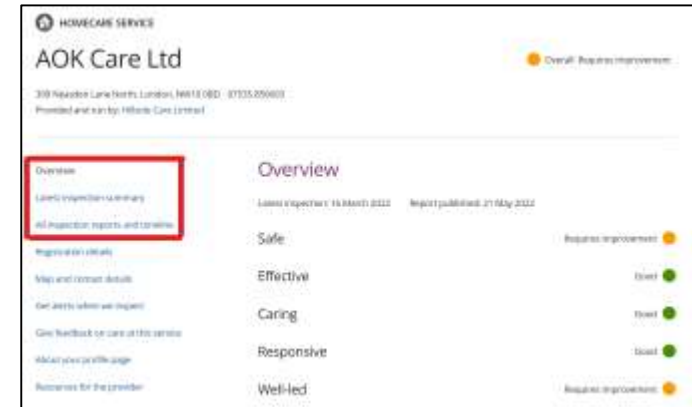
They're not final designs, they are intended to convey the information we will produce in a way that we can test.

We will use these in user research sessions and other engagement with stakeholders.

How we currently publish reports

There are three relevant pages for every care service's profile page on our website:

- Overview
- Latest inspection summary
- All inspection reports and timeline



Overview page


What the overview page does

It's the first page a user will land on when searching for a service. It shows a simple, clear summary of the service.

This includes:

- The current ratings
- The names of people responsible for services
- The types of services offered
- Links to more detailed information on other pages (the summaries or detailed sections explaining the ratings, for example)

Overview page: current look

 **HOMECARE SERVICE**

AOK Care Ltd

399 Neasden Lane North, London, NW10 0BD 07535 856603
Provided and run by: Hillside Care Limited

Overall: Requires improvement

Overview

Latest inspection summary

All inspection reports and timeline

Registration details

Map and contact details

Get alerts when we inspect

Give feedback on care at this service

About your profile page

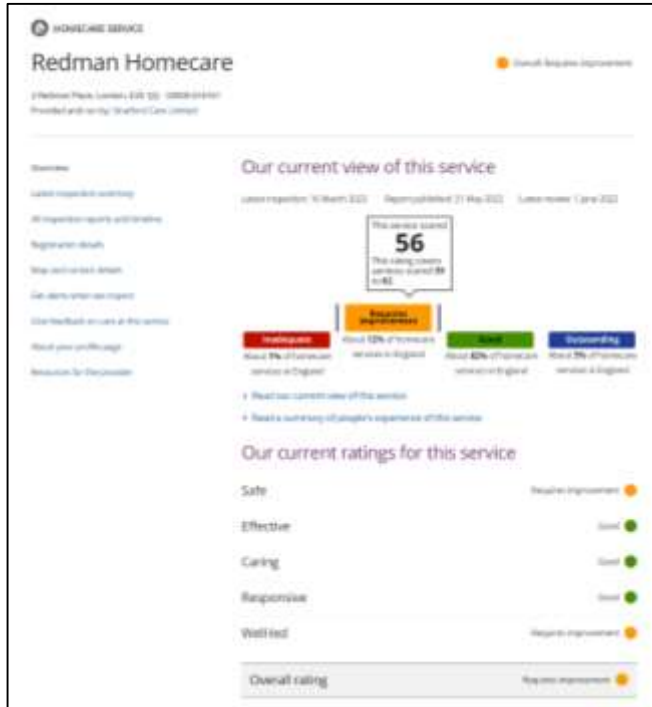
Resources for the provider

Overview

Latest inspection: 16 March 2022 Report published: 21 May 2022

Safe	Requires improvement
Effective	Good
Caring	Good
Responsive	Good
Well-led	Requires improvement

Overview page: new look



[See full design of this page](#)

New elements are:

- A graphic to show the rating scale and where this service sits within it
- A score for the service and the banding for its rating
- Proportion of relevant services within each rating
- Links to overall summary and people's experience summary

Overview page: rating position

Our current view of this service

Latest inspection: 16 March 2022

Report published: 21 May 2022

Latest review: 1 June 2022

This service scored

56

This rating covers services scored **39** to **62**.

Requires improvement

Inadequate

About **1%** of homecare services in England

About **12%** of homecare services in England

Good

About **82%** of homecare services in England

Outstanding

About **5%** of homecare services in England

- › [Read our current view of this service](#)
- › [Read a summary of people's experience of this service](#)

Latest inspection summary


What the summary page does

This page contains the latest summary (where they exist) for each of the following areas:

- Overall
- Key questions
- Population groups
- Core services

Where the latest inspection was not a comprehensive one, this means the page is an aggregated view from different dates.

Summary page: current look

 **HEMOCARE SERVICE**

AOK Care Ltd

399 Neasden Lane North, London, NW10 0BD 07535 856603
Provided and run by: Hillside Care Limited

Overall: Requires improvement

[Overview](#)

[Latest inspection summary](#)

[All inspection reports and timeline](#)

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[Resources for the provider](#)

Latest inspection summary

On this page

- [Background to this inspection](#)
- [Overall inspection](#)

Background to this inspection

Updated 21 May 2022

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Summary page: new look



[See full design of this page](#)

New elements are:

- A summary of people's experience of the service as well as the overall summary
- The same ratings position graphic for each key question
- Standard statements for each key question
- Links to full HTML reports

Summary page: rating position

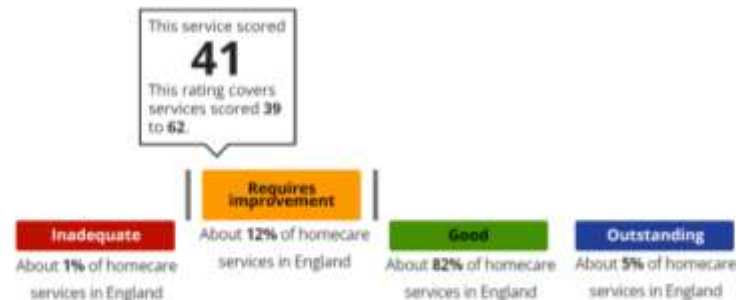
Safe

Requires improvement 

Updated 21 May 2022

The service was not always safe.

Our assessment of how safe a service is includes us looking at evidence related to areas including staffing, medicines, safeguarding, the learning culture and how risks are managed.



[Read more about how safe this service is in our report published on 21 May 2022.](#)


All reports and timeline page

What the reports page does

This page shows the history of reports we've published about the service. These are currently all shown as the overall summary and the link to the full PDF. We also show the dates and descriptions of reviews such as direct monitoring.

We want to make this into a proper 'timeline' in future by including information such as registration changes, enforcement action and press releases on this page.

Reports page: current look

 **HOMECARE SERVICE**

Tudor Gardens

27-31 Tudor Gardens, Kingsbury, London, NW9 8RL (020) 8908 4692
Provided and run by: [Direct Services](#)

Overall: Good

[Overview](#)

[Latest inspection summary](#)

[All inspection reports and timeline](#)

[Registration details](#)

[Map and contact details](#)

[Get alerts when we inspect](#)

[Give feedback on care at this service](#)

[About your profile page](#)

[Resources for the provider](#)

All Inspections

19 June 2018

During a routine inspection

Our inspection of Tudor Gardens took place on 19 and 20 June 2018. The first day of the inspection was unannounced.

Tudor Gardens is a care home registered for 15 people with learning disabilities situated in Kingsbury. The home consists of three self-contained houses, each with a separate entrance. At the time of our inspection 15 people lived at the home.

[Download full inspection report](#)
Published 25 August 2018 PDF (opens in new tab)

9 June 2017

During a routine inspection

Reports page: new look



[See full design of this page](#)

New elements are:

- Links to full HTML reports
- Registration date added at start of timeline

No change to:

- Overall summaries displayed for each assessment
- Older reports will remain in same style (with PDF link)

Full HTML report page

What the full report page does

This page shows the detailed content of the assessment report. It is the equivalent in our new model of the PDF version of the inspection report.

This is where the more detailed information about quality statements under each key question is published.

Reports page: current look (PDF)

The screenshot shows a report page with a purple header. The Care Quality Commission logo is in the top left. The header text reads 'Direct Services' and 'Tudor Gardens' in large white font, followed by 'Inspection report' in a smaller white font. Below this, there are two columns of text: the left column contains the service address (27-31 Tudor Gardens, Kingsbury, London, NW9 8RL, Tel: 02085084693) and the right column contains the inspection dates (19 June 2018 and 20 June 2018) and the publication date (15 August 2018). A grey bar labeled 'Ratings' is below the header. The ratings section is a table with five rows, each showing a question and a 'Good' rating with a green dot.

Ratings	
Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Full report (overall): new look

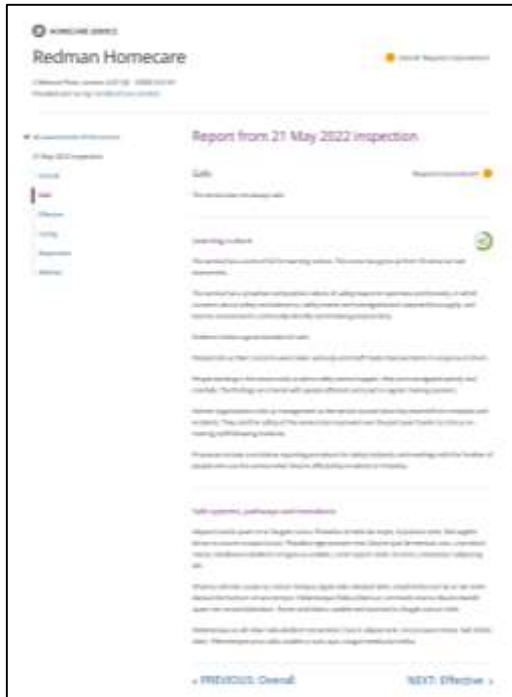


[See full design of this page](#)

New elements are:

- Summary about people's experience of the service
- All information available as HTML (i.e. no PDF download needed)
- Ability to navigate through the report online using menus

Full report (domains): new look



New elements are:

- Scorings for each quality statement
- Standard statements generated automatically
- Free text fields related to evidence category prompts
- Ability to navigate through the report online using menus

[See full design of this page](#)

Full report (domains): QS info

Learning culture

62

The service has a score of 62 for learning culture. This score has gone up from 56 since our last assessment.

The service has a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices.

Evidence shows a good standard of care.

People told us their concerns were taken seriously and staff made improvements in response to them.

People working in the service told us when safety events happen, they are investigated openly and carefully. The findings are shared with people affected and used in regular training sessions.

Partner organisations told us management at the service shared what they learned from mistakes and incidents. They said the safety of the service has improved over the past year thanks to a focus on training staff following incidents.

Processes include a no-blame reporting procedure for safety incidents and meetings with the families of people who use the service when they're affected by incidents or mistakes.

Quality statement scoring

Automatically generated description of score change


Automatically generated standard statement about quality statement

Inspector's description against each relevant evidence category prompt


Full report: historic versions

Report from 21 May 2022 inspection

⚠ This is not the most recent report for this service. The ratings, scores and summaries may have changed since it was published.
[Find the latest report for this service](#)

Safe Requires improvement 

The service was not always safe.

Learning culture 

The service has a score of 62 for learning culture. This score has gone up from 56 since our last assessment.

The service has a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices.

Evidence shows a good standard of care.

Once we have published more than one assessment under the new model, we will need to highlight where one of these pages is no longer the current view of the service.