

Care Act 2014

Highlights

Care Providers Challenges

Care Act 2014

Local authorities to support a market that delivers a wide range of sustainable services.

- Market position statement identifying care and support needs across the community.
- Continuity of care when moving between areas.
- A regime to oversee the financial stability of hard-to-replace care providers.
- Intervention if a poor performing provider is unable to resolve the situation when working with commissioners.

Care Act 2014

- CQC development of a new provider rating system
- Providers giving false or misleading information becomes a criminal offence. This applies to the organisation as a whole – a legal corporate entity.

The Care Certificate

A legal requirement that all new workers recruited to care achieve the 15 standards contained in the certificate as part of their induction.

1. Understand Your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy & Dignity
8. Fluids & Nutrition
9. Awareness of Mental Health, Dementia & Learning Difficulties
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health & Safety
14. Handling Information
15. Infection Prevention & Control

Fit and Proper Persons

- Providers have a duty to ensure that directors of care organisations are fit and proper persons to discharge the role and that they have not been previously responsible or contributed to serious misconduct or mismanagement.
- CQC will examine how a provider has met this requirement and take enforcement action if required.

Duty of Candour

- A new legal duty to inform and apologise to individuals if there have been mistakes in their care that has led to harm.
- The aim is to help individuals receive accurate truthful information from providers.
- All provider services registered with CQC have to comply