

Explaining Quality Standards

Standards

An Easy Read Guide to the
Quality Standards Framework
for Care and support services
in Norfolk



Difficult words in this Guide

Some words in this Guide may be difficult to understand.

Explaining **Quality Standards** is quite complicated.

To help with this some of the hard words or phrases are listed here.



Service Provider

This is an organisation who provides care or support services to people who need them.

Norfolk County Council employs lots of different organisations to provide support to people in Norfolk.



Care Quality Commission

This organisation aims to make sure people are looked after well and are safe.



Monitoring

This is about checking that things are happening as they should be.



Quality

This about how good something is.
The aim is to make sure something is good quality.



Standards

A statement which says what how an organisation should be working with people.

What are Quality Standards?



- This booklet is about quality standards for care and support services.
- Quality Standards set out **how** providers should do things.
- Quality Standards are often linked with outcomes
- Outcomes are the result, they tell us what it should feel like to have good services.
- An outcome might be that a good service means people feel safe and happy.

Who decides what the standards should be?



- There are lots of different standards.
- Any service provider employed by Norfolk County Council will get a contract.
- This contract will tell them what standards they have to meet.
- Residential homes and care homes have to try and meet standards set by the Care Quality Commission.

How are standards monitored?



- Monitoring is about checking what is happening.
- When someone visits to check services this is called an inspection.



- The Care Quality Commission visit services and inspect what is happening.



- Norfolk County Council will inspect services if there are any concerns.

How are services made better?



Service Providers ask people what they think. They can use this information to improve things.

The **Care Quality Commission** inspects services. If they are not happy with what they see they will tell providers how they must improve.



Norfolk County Council has a team of people who work to make services better.

How can I find out how good a service is?



- Lots of organisations write reports when they do an inspection.
- You can look at these reports on websites.



- You can at reports on the Care Quality Commission website.
- They can be difficult to read.



- Norfolk County Council has a list of the services it works with.
- You can ring the number for the list.

What should I do if I'm worried about a service?



- If you can then try talking to the manager of the service (the person in charge).
- You could make a complaint about the service.



- You could ring Norfolk County Council and tell us about your concerns.



- You can ring the Care Quality Commission to tell them what you are worried about.



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