

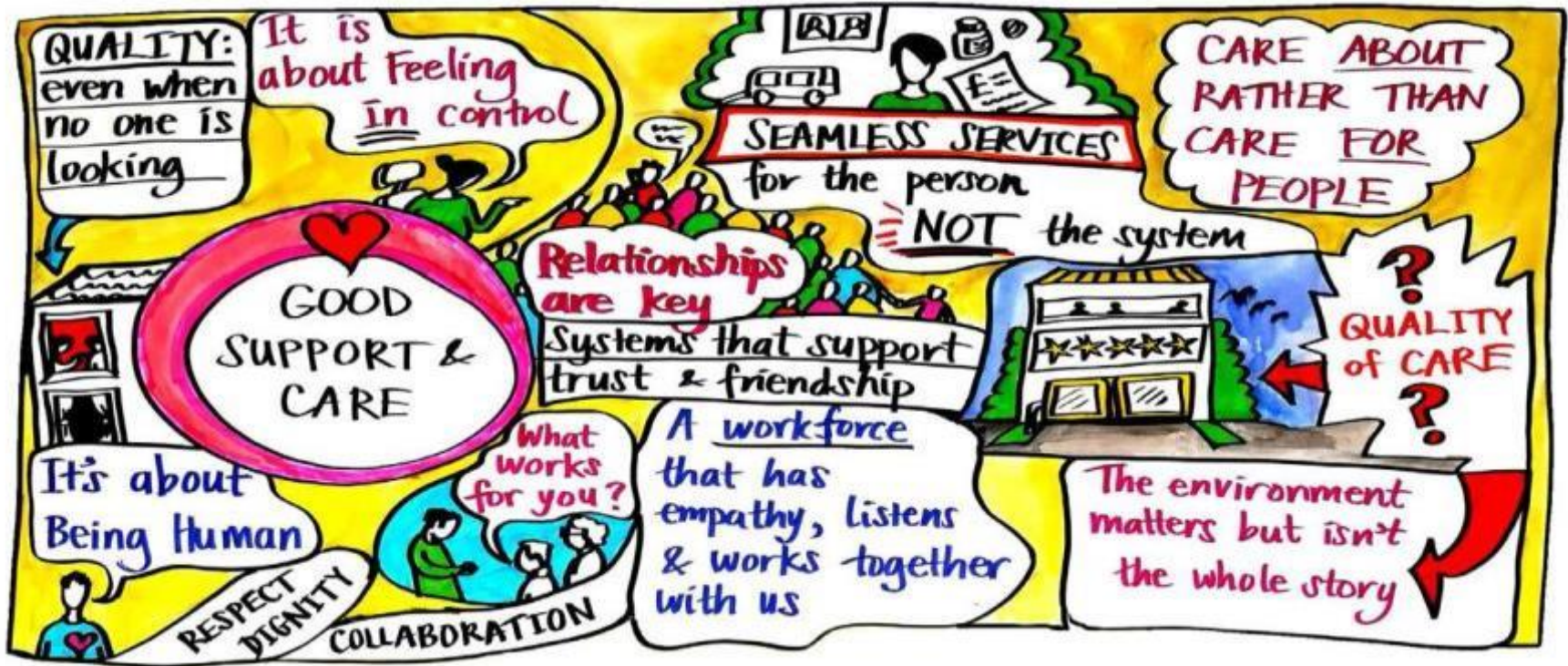
# Quality



Andrea Sutcliffe, Chief Inspector Adult Social Care

*The future of adult social care: sticking plasters or the road to full recovery? - 15 May 2018*

# Quality matters



# The Mum (or anyone you love) Test

Is it  
effective?

Is it responsive to  
people's needs?

Is it  
safe?

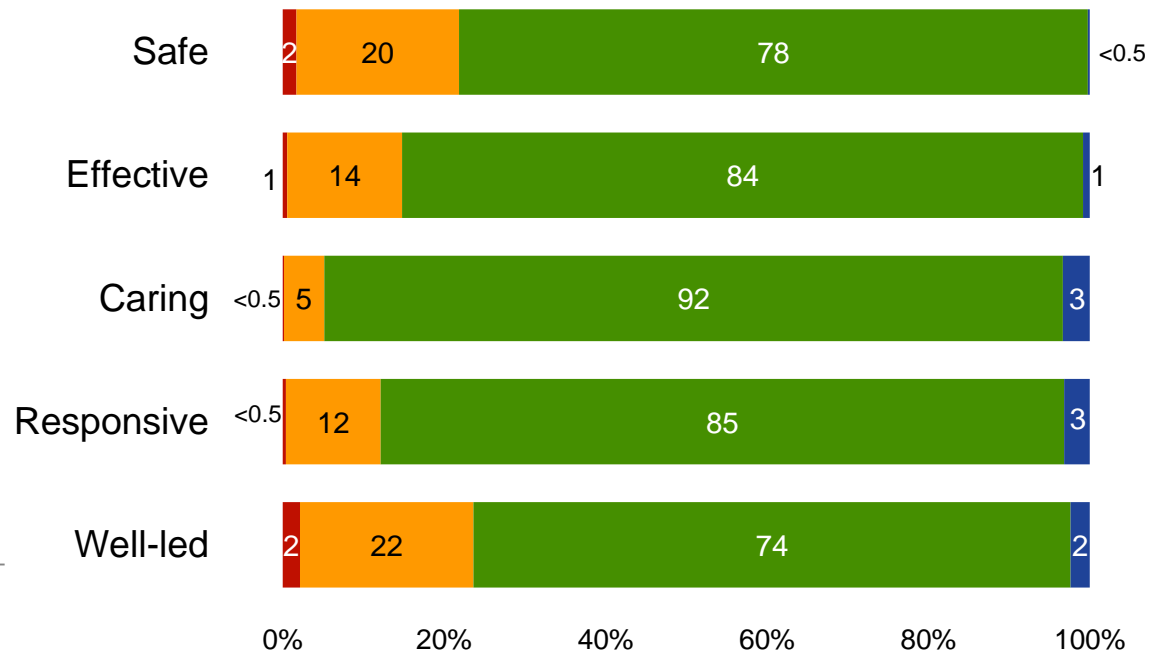
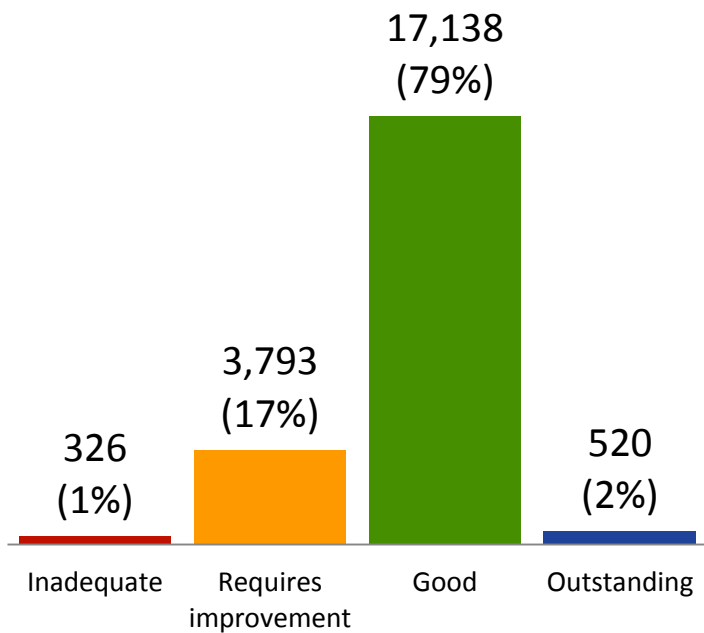
Is it  
well-led?



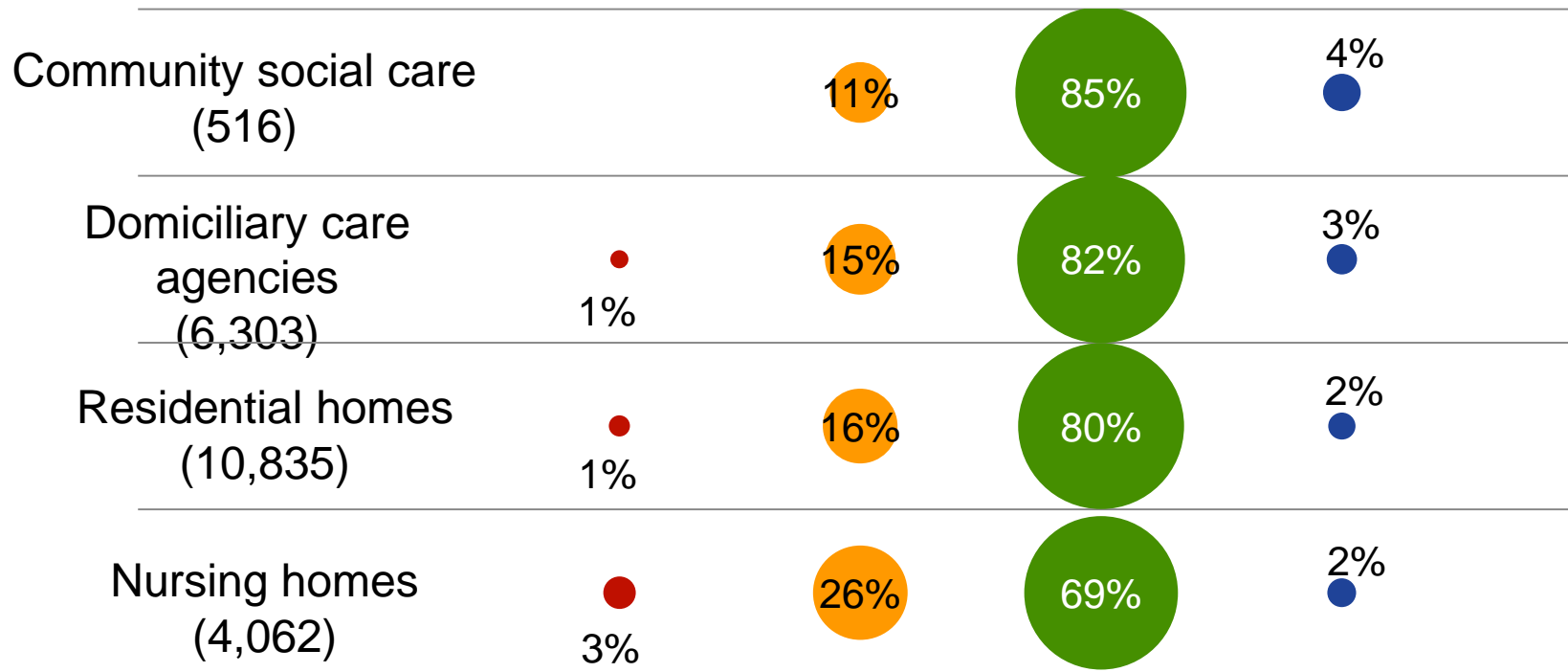
Is it  
caring?

*Is it good enough for my Mum?*

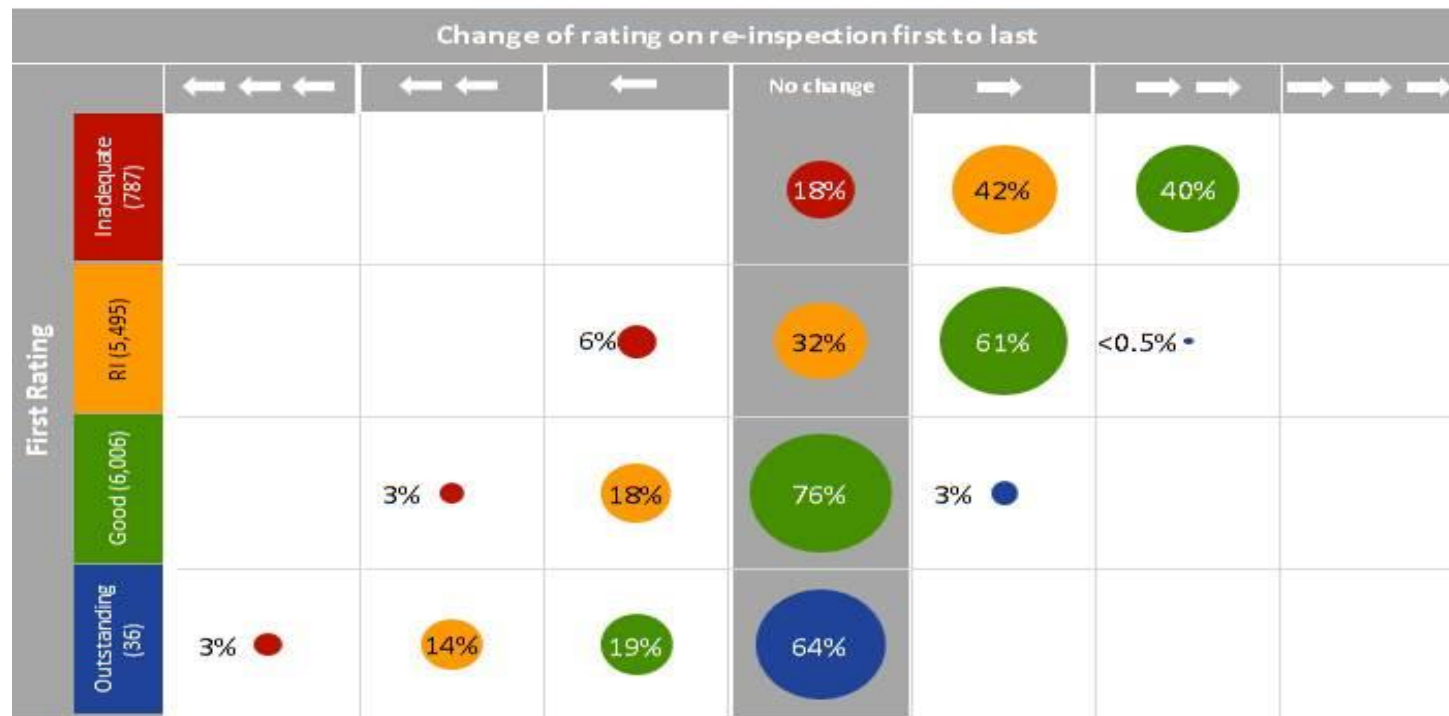
# Performance is variable – current overall ratings and by key question



# Performance is variable – current overall ratings by type



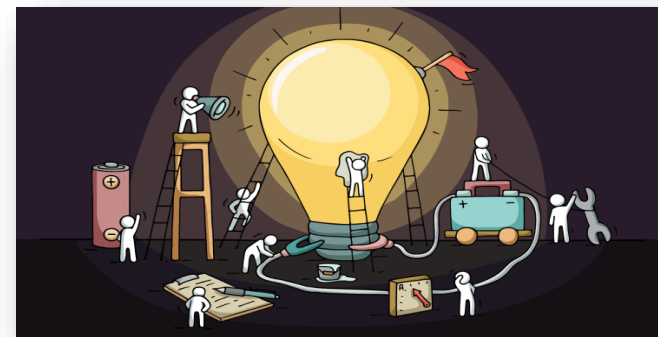
# Struggle to improve and struggle to sustain



# Key issues



**Market shaping**



**Innovation**



**Workforce**



**Leadership**



Quality  
matters



# Thank you



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