CQC Regulation 20A - Display of ratings

A guide for staff about how to meet the regulatory requirement to display our CQC ratings

Introduction

The public have a right to know how care services are performing and the government have introduced a legal requirement for healthcare providers to display CQC ratings – it is one of the CQC Fundamental Standards (1st April 2015). Ratings are designed to improve transparency by providing people who use services and the public with a clear statement about the quality and safety of care provided.

Where do the posters have to be displayed?

From the 31 July 2015 we have a legal duty to display our CQC rating Trust-wide. Ratings must be displayed across all clinical premises. This includes inpatient locations, community based services and places where occasional clinics are provided. We must also display our rating in our main place of business and on our Trust website. Our rating must be displayed legibly to ensure that people can see it – if we don’t do this, the CQC could fine us.

Community and Mental Health Service hospital inpatient locations – posters must be displayed at the main entrance to each hospital at all times. If there are two entrances, both entrances must display the notices.

Locked Wards - where inpatient locations have locked wards, the posters must be displayed on the main entrance to the building and on each locked ward – somewhere people who use that service can see it (for example on a notice board).

Community based services – it is your responsibility to ensure that the posters are displayed wherever you deliver clinical activity.

Prison healthcare services are exempt from this requirement.

Patients in receipt of care in their own homes – are exempt from this requirement.
What do the posters look like?

The CQC have produced these posters which represent the findings from our March 2015 inspection. We have to display two separate posters.

One poster represents the Trust-wide findings – the ‘Provider poster’ and details our overall Trust rating, which is ‘Requires Improvement’.

The second poster ‘Activity poster’ groups the clinical activity we undertake in services and displays this information over two pages.

Therefore, in total there are three A4 posters to display our ratings, and these should be displayed side-by-side. Each poster must be printed in colour, using A4 as a minimum size and must not be obscured by any other piece of information.

What if the premises are shared by other providers?

Where we provide a community based service – this may be in a health centre, a GP practice or a care home for example - it is your responsibility when delivering that clinic to ensure that the posters are displayed whilst patients are in receipt of your services. This could mean displaying a poster during the course of the clinic and removing this once you have finished. If you provide a frequent service in the same place to patients in a building that we own, you could display the ratings permanently to avoid any disruption. If we share a building with other service providers, you may consider discussing with the people who own that building a more convenient way to display the notice in relation to services you deliver. However, we remain responsible for displaying the correct posters whilst patients receive our care.

What about patients who live in their own home?

Staff who deliver clinical services to patients in their own home, where that accommodation is not provided as part of their care or treatment are exempt from displaying ratings in that location.

If you have any queries about how you should display the CQC ratings please contact the Regulation and Assurance team at compliance@leicspart.nhs.uk or contact Tracey O’Donovan, Quality Support Officer in the first instance (Tel: 0116 295 7667) or Helen Wallace, Regulation and Assurance Lead (Tel: 0116 295 0996)

Thank you for your support.