

Future of the care 'system' – a call to action

'Care means care, justice in care'

Background:

Following the death of his mother [Mr John Barrass wrote an impassioned plea for justice in care](#), beginning with a major review of the care 'system' in England.

This is an ordinary person's story, someone who had never previously envisaged being involved in a campaign for care. It will resonate with all who have experienced difficulties in ensuring quality care and safety of loved ones who need long term care.

Taking things forward:

This challenge has been taken up by MP Peter Heaton-Jones and was the subject of a Westminster Hall Debate on 4th November 2015. This summary is written with a professional audience in mind, and draws on additional information and experiences.

A précis of the issues to be addressed:

Concerns:

- Failings in multi-disciplinary and inter organisational planning, liaison and communication appear to be commonplace
- Relatives scared to speak out about their care concerns, for fear of adverse consequences
- Inadequate frequency and thoroughness of clinical reviews & clinical supervision in nursing & residential homes
- Absence of an overarching governance framework covering all providers and commissioners of domiciliary, residential and nursing home care
- Relatives can feel excluded from input into the care and treatment of their loved ones (even with power of attorney)
- Failings in availability and condition of equipment in nursing & residential homes
- Unacceptable standards of basic Nursing care in some nursing & residential homes (e.g. mouth care, diet & hydration)

Questions to be answered:

- We need simplicity and clarity on who is responsible for investigating individuals' concerns about nursing & residential homes?
- How can we ensure that nursing & residential homes meet the growing needs of people with co-morbidities, complex conditions and during the end of their life?
- How can we ensure that the Care Quality Commission is effective in its regulation of the care home sector? (i.e. in delivering the best outcomes & quality of life rather than 'ticking boxes')
- How can we ensure that the needs & rights of sick, old, vulnerable and frail citizens are always respected, in a largely privatised sector
- How can we ensure robust accountability, transparency and consistency that spans all providers of domiciliary, residential and nursing home care

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