

# Explaining Quality 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.



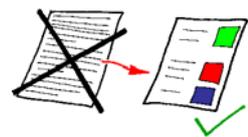
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