

A special message from Debbie Ivanova of CQC,

*There is strong evidence that person-centred care is the cornerstone of good equality practice – and good care – **but** leadership is needed to make person-centred care a reality for people in some equality groups.*

In CQC we have focused for the past two years on improving how we look at person-centred care for people in lesbian, gay, bisexual and transgender (LGBT) communities in adult social care and mental health services. This work has led to increased confidence in inspectors asking questions about LGBT equality and then including this in inspection reports. For example, between November 2017 and November 2019, we mentioned care quality for transgender people in eight NHS trust mental health inspection reports (50% of reports) and 473 adult social care reports (4% of reports).

But it doesn't always happen. Some inspectors don't ask the right questions and some providers don't understand what good care for people who are LGBT+ can look like. Managers and staff can get confused about how to ask people about their sexual orientation and often think it means asking a person only about their sexuality rather than about their life choices and how that means they want their care to be delivered.

Skills for Care have told us that their work 'Confident with difference' shows this is due to a lack of knowledge and confidence in social care managers and staff across a range of equality issues, rather than being conscious discrimination. We therefore launched our equality objective last year to take account of this: Confident with difference – person centred care and equality.

We know that People who use services will receive better quality care if services are confident with difference because they will be more able to meet their needs.

This is our number one equality objective in CQC and our aims for 2019–2021 are that:

- ☑ Our regulation assures more people using services will experience frontline care delivery across all sectors that is confident with difference.*
- ☑ CQC colleagues are confident with difference so that they can play their part in delivering this objective.*
- ☑ We will use the evidence we gather on this topic in our national reports and information to encourage improvement beyond the regulation of individual services.*

Covid has highlighted the inequalities in the system which makes this even more important and CQC's new strategy will have a real emphasis on equality and human rights. Running through each theme is our ambition to improve people's care by looking at how well health and care systems are working and how they're acting to reduce inequalities

I'm really pleased to hear about your workshop today and look forward to hearing about the changes you have made to your services as a result of it.

Thank you.