

# Inspection and registration of care services

All care providers are required to be registered with the Care Quality Commission (CQC) under a system introduced by the Health and Social Care Act 2008 (Regulated Activities) Regulations 2012, which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety for the first time.

The **Care Quality Commission** is the independent regulator of health and social care in England. They regulate care provided through a range of methods including:

- Registering providers to ensure they are meeting the essential standards of quality and safety.
- Monitoring how providers comply with the standards.
- Promoting improvement in services.
- Using enforcement powers where necessary.
- Publishing up to date information about the compliance of adult social care providers with essential standards of safety and quality.

Following an inspection, each service is given a report of how it rates against national essential standards of quality and safety. Each service's report can be seen on the CQC website: [www.cqc.org.uk](http://www.cqc.org.uk)

All inspections are unannounced and each regulated service is subject to at least one inspection per year.

*For any enquiries or to register a concern or a complaint, contact CQC by -  
telephone: 03000 616161 or by email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)*

*The Care Quality Commission*

*Citygate*

*Gallowgate*

*Newcastle upon Tyne NE1 4PA*

*When considering care services, it is always a good idea to check a service's inspection report on the Care Quality Commission's comprehensive website:*

*[www.cqc.org.uk](http://www.cqc.org.uk)*

## **Quality Assurance**

Bradford Council is committed to the ongoing implementation of the Bradford Quality Assurance Framework (BQAF), which is an evidence based assessment tool used to establish and verify the level and quality of care across all contracted services for adults within the Bradford Metropolitan District. Care homes and domiciliary care services are currently working with the Council to establish agreed quality standards. Those providers who meet the required standards will be listed on the Council website, which can be viewed and the information used to help inform your choices for care.

## The Registered Nursing Home Association in Bradford, Keighley & Ilkley

In this Directory you will find a lot of care homes with nursing and a lot of advice on how to choose the right one. Choosing the right home for yourself or someone you love is difficult. Most homes are satisfactory, but you want more than that. You want a better home.

As you look through this guide you will see that some homes' advertisements feature a Maltese Cross, like this . These are members of the Registered Nursing Home Association (RNHA).

The RNHA is a mark of quality. It is a national organisation with members throughout the UK. For 40 years it has represented not only nursing homes but the needs of the people who live in them. By staff support, by advice and by working at a high level with Government and the regulatory bodies, the RNHA helps its members to remain in the forefront of quality nursing care and is the only organisation to specialise exclusively in nursing home care.

Members of the RNHA are easily recognised as they are proud to display the Blue Cross. They have earned the right to use it by years of quality care and attention to detail. Whatever your needs, a local RNHA member will have the right facilities for you. Choose one of our members with confidence.

### **RNHA**

**John Hewitt House, Tunnel Lane, Off Lifford Lane,  
Kings Norton, Birmingham B30 3JN**

**Telephone: 0121 451 1088**

**Fax: 0121 486 3175**

**Freephone: 0800 0740 194**

**Email: [frankursell@rnha.co.uk](mailto:frankursell@rnha.co.uk)**

