

CMG's Quality Ratings Framework

This year CMG came up with an innovative approach to continue driving up quality standards across its services following the loss of the Care Quality Commission's star rating system.

With input from service users and managers, CMG created its own rigorous internal rating scheme to assess quality above and beyond CQC's 'compliant' and 'non-compliant' criteria. The framework focuses on eight main areas, all underpinned by the principle of personalisation and person centred active support: service user voice, outcome focus, documentation, staffing, environment, safeguarding, health and external relationships and reputation. The underlying aim is to ensure that service users are ultimately the judges and the beneficiaries of all improvements.

CMG's Quality Ratings Framework appeared as the cover feature in the Oct/Nov 2012 edition of Learning Disability Today:



We believe that the loss of CQC's star rating system has left many providers and registered services without a clear 'goal' to work towards. Whilst under the old scheme managers could strive to be 'excellent', now they can only be 'compliant' which doesn't say much about the quality of the service.

We believe our quality ratings framework is incredibly thorough and person centred. It goes above and beyond the Care Quality Commission's rating system to ensure that services are aiming to be not just compliant, but excellent in every way, supporting service users to achieve positive outcomes and have choice and control in all aspects of their lives.

This quality framework has been rolled out across all CMG's services and has ensured consistent quality standards:

- 68% of services achieved 'very good' or 'outstanding', with 'outstanding' equating to what a 4-star rating would have been under CQC's old system
- One of our services receiving a 'Poor' rating has been inspected by CQC and is 'Compliant' – which shows how high our quality standards are.

It has improved staff morale, encouraged managers to strive for excellence and is a fantastic way to ensure services continue to be person centred and outcome focused.