



What was health care and adult social care like in England in 2022 and 2023?

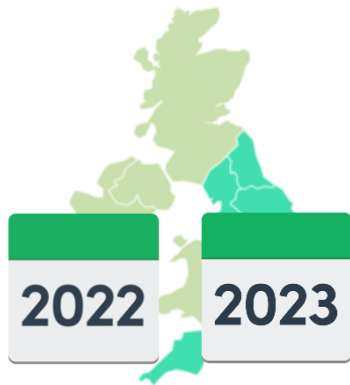
October 2023



Easy read version of 'The state of health care and adult social care in England 2022/23'



We are the Care Quality Commission (CQC). We check how good health and social care services are in places like hospitals, GP surgeries, care homes and homecare services.



This booklet tells you what we found in these services in England over the last year.

Getting care and support



People are still having difficulty getting the support they need from health and care services.



More people than ever are waiting for planned care and treatment, like operations.



It is also difficult for people to see a GP or dentist.



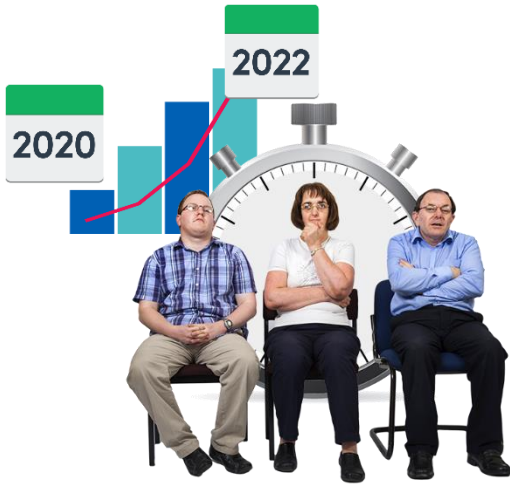
The means they might go to A&E instead.



Or they might not get help until their health has got worse.



In 2022, over half the people who visited A&E told us they waited longer than an hour to see a nurse or doctor.



This is more people than in 2020.



Some people are having to stay longer in hospital than they need to.



This is partly because there are not enough care home or homecare workers to support them.

How good is people's care?



The work pressures on health and social care workers are having an effect on people and patients.



We are worried that this means they are not getting good care in some kinds of services.



For example, women do not always get good, safe care when they have babies.



We are very worried about this kind of care for women from Black, Asian and other backgrounds.



We are also worried about services for people with mental health needs.



Lots of mental health services are having difficulty finding enough health workers to care for people.



We need to make sure that the use of new technology, like 'apps' on phones to provide better care, does not make care worse for some people.

Is care the same for everyone?



For this report, we talked to some people about what care was like for them.



This was to help find out if it is the same for everyone.



We talked to **midwives** from Black, Asian and other backgrounds.



Midwives are health workers who look after women when they are having a baby.



The midwives told us that health workers need to understand people's different backgrounds better.



They also feel they are not treated fairly and are less likely to get the jobs that are in charge of the service.



We also spoke to people from Black, Asian and other backgrounds who also have **long-term conditions**.



Long-term conditions are illnesses that people have for a long time, like diabetes or arthritis.



They said health and care workers sometimes talk down to them about their health and treatment.



In a survey, this group of people were more than twice as likely to say that doctors and nurses in A&E talked as if they were not there.



We also talked to lots of people who use or work in supported living services.



They told us that problems and a lack of money can mean people do not get the right care and support.

Working in health and care



Health and care workers told us they are stressed and have too much work, which means:



- a lot of workers got ill



- a lot of workers left their jobs



- it is more difficult for workers to provide good, safe care.



Only around a quarter (1 out of 4) of NHS workers are happy with their pay.



Adult social care services (like care home and homecare managers) told us they are having difficulty finding new workers and keeping them.



Last year, the number of people coming to the UK from other countries to work in adult social care services was much higher than before.



This helped fill the jobs needed in adult social care services.



But it is important that workers are treated well when they arrive from other countries.

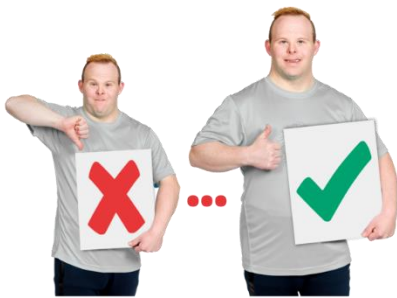
Keeping people safe when their freedom is taken away



There are problems with the way people's rights are protected when they need to have their freedom taken away, like not being allowed to leave hospital.



More health and care services asked to take people's freedom away than before.



The government is planning a new, improved way of protecting people.



But the changes will not happen for some time.

Health and social care services working together



The way health and social care services work has changed a lot in the last year.



Different services, like hospitals, GPs, and social care providers should work more closely together.



In each area of England, these services should make plans to make care better for everyone.



The plans should cover how to support carers, like family members, in their area.

Find out more



Look at our website here:

www.cqc.org.uk/stateofcare



If you want to give feedback on your care – it can be good or bad, fill out our form here: www.cqc.org.uk/give-feedback-on-care



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