

# What was health care and adult social care like in England in 2021 and 2022?

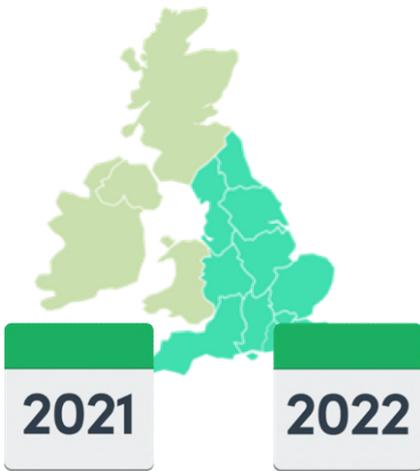
October 2022



Easy read version of 'The state of health care and adult social care in England 2021/22'



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.



## People are finding it difficult to get care



A lot of people are waiting too long for health and care services, treatment and support.



A big reason for this is services are finding it very difficult to get and keep the right number of staff with the right skills to meet people's needs.



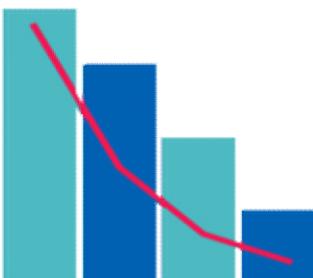
It is also partly because services are still catching up from treating a lot of people for the illness called Covid-19.



When asked, more people said they were unhappy with the NHS generally than happy.



When asked, only 2 out of 5 people felt they had definitely seen NHS mental health services in the community enough for their needs in the last year.



This was the lowest score for 7 years.



People are also finding it difficult to get treatment and care from GP and NHS dental surgeries.



When asked, more than 1 out of 3 people did not see or speak to anyone when they could not get an appointment at their GP surgery.



More than 1 out of 10 of these people went to A&E instead.



People who are ill may get worse because they are waiting for an ambulance to arrive, or they are waiting in ambulances outside hospitals waiting for emergency care.



Lots of people are stuck in hospital longer than they need to be because there is not enough social care.



Around half a million people may be waiting to be checked to see if they need support from adult social care, or to see if this support needs to be checked again, or for a payment to be made for their care.



## Not everyone gets the same level of care



It is very important that everyone can get good health and social care services.



But some people get a better experience of those services than others.



When we asked more than 4,000 older people about their recent use of health and social care services, disabled people were less likely to say it was good than people who are not disabled.



Also, disabled people, people with a health condition (like diabetes) and people living in poorer areas of England were less happy with being able to get services when they need them and in a way that meets their needs.



Health and social care services need to get better at giving information, like easy reads, to people with different needs.



## We are worried about some services more than others



In 2021 and 2022 we mainly checked health and care services that we thought could be poor and needed to improve.



But generally, when people have been able to get the care and support they need, services have been mostly good.



Most health and social care staff across England are working hard to make sure people are kept safe.

Our checks show that:



- More than 4 out of 5 of adult social care services were good or very good.



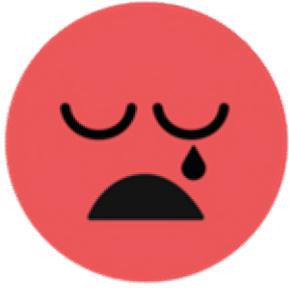
- Nearly all (19 out of 20) GP surgeries were good or very good.



- 3 out of 4 NHS hospital services were good or very good.



- More than 3 out of 4 mental health services were good or very good.



But we are very worried about some types of care.



Services for women who are going to have a baby are not good enough, so we are increasing our checks on them.



The care for people with a learning disability and autistic people is still not good enough.



We are writing a report about the care in hospital for people with a learning disability and autistic people.



Mental health services are finding it difficult to meet the needs of children and young people, which means their illness can get worse.



Problems with safeguarding processes mean that people could be illegally having their freedom taken away from them (such as being locked in their hospital room) because they do not have the right legal protection.



## Services in each area need to work together



Services in each area need to make sure they understand what people in their local community need and make plans to meet this.



This includes having the right number of staff with the right skills.



Next year, we will start to check how services in each local area are organised to meet the needs of their community.



## Find out more



Look at our website here:

[www.cqc.org.uk/stateofcare](http://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](http://www.cqc.org.uk/give-feedback-on-care)



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