



## Right support, right care, right culture

Updated guidance on how CQC regulates providers who support people with autism and learning disabilities

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## Introduction

Registering the Right Support (RRS) was published following consultation in 2017. From time to time, CQC revises their guidance.

As such, RRS has been revised and retitled and continues to be statutory guidance in accordance with Section 23 of the Health and Social Care Act 2008.

The revised guidance retitled, '**Right support, right care, right culture**' is based on feedback from people who use services and has a stronger focus on delivering outcomes for people.

CQC's policy on regulating providers that support autistic people and people with a learning disability remains unchanged from RRS.

However, following consultation, CQC developed this update to clarify to providers how they implement this policy.

Autistic people and people with a learning disability are as entitled to live an ordinary life as any other citizen.

Health and social care providers must guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted.

There are three key factors care providers will be expected to consider if they are or want to care for autistic people and/or people with a learning disability:

- 1. Right support** - The model of care and setting should increase people's choice, control and independence
- 2. Right care** - Care should be person-centred and promote people's dignity, privacy and human rights
- 3. Right culture** - The ethos, values, attitudes and behaviours of leaders and care staff should ensure people using services lead confident, inclusive and empowered lives

[Click here](#) to access an easy read version  
[Click here](#) to access a full guidance

## Purpose of this guidance

Services that currently, or intend to, provide regulated care to autistic people and people with a learning disability will need to follow this reviewed guidance.

The guidance applies to both adults of all ages and children.

'Right support, right care, right culture' describes CQC's approach to registering, inspecting and monitoring services providing care and support to this client group.

CQC will use this guidance, on a case by case basis when assessing and making judgements about services.

**If you are thinking about any proposals or developments that may change your service, you are encouraged to contact CQC directly before submitting an application or making any changes.**

This can help you make an informed decision about whether your plans are likely to conform with this revised guidance.

**CQC will take appropriate regulatory or enforcement action if:**

- People's needs are not being met
- Providers cannot demonstrate that they can care for people in a way that is person-centred, promotes choice, inclusion, control and independence.

## Does the size of your service matter?

There has been much debate about the best size of a service providing care and support to autistic people and people with a learning disability.

CQC's experience of registering and inspecting these types of services has found the larger a service is, the harder the provider will need to work to clearly demonstrate it delivers high-quality person-centred care.

NICE has developed guidance around the size (CG142) and design of services (NG93) for autistic people with mental health conditions and people with learning disability and behaviour that may challenge, which CQC refers to when making decisions about how they register and regulate services.

[Click here](#) for the full NICE guideline CG142 on Autism spectrum disorder in adults: diagnosis and management

[Click here](#) for full NICE guideline NG93 on Learning disabilities and behaviour that challenges: service design and delivery

However, this does not mean CQC will implement an absolute upper limit for the size of any service. CQC has never applied a six-bed limit in its registration or inspection assessments.

Registrations have been refused because providers could not assure the regulator, they could deliver person-centred care in line with current best practice.

Conversely, there are services with more than six beds that are registered with CQC because these providers have been able to demonstrate how care will be high quality and person-centred.

CQC will continue to consider the size and design of residential settings as part their assessments, alongside other considerations.

CQC will only register, and favourably rate, services that allow people's dignity and privacy to be maintained and that facilitate person-centred care, designed using current best practice and not developed as new campus or congregate settings.

## Are you meeting the requirements? What are the key points CQC will be looking for...

New and existing care providers are expected to demonstrate the following:

1. The characteristics of **'Good'** ratings in adult social care and healthcare
2. The regulations (including fundamental standards)
3. People's expectations, as set out in the service model which includes:
  - Have the right to the same opportunities as anyone else to live satisfying and valued lives
  - To be treated with the same dignity and respect
  - Having a home within their community
  - Being able to develop and maintain relationships

[Click here](#) for more information about the service model

## The requirements in this guidance demonstrate that:

- There is a clear need for the service and it has been agreed by commissioners
- The size, setting and design of the service meet people's expectations and align with current best practice
- People have access to the community
- The model of care, policies and procedures are in line with current best practice (including Closed Cultures, Positive Behavioural Support, REACH standards, REAL tenancy test)

## Specialist colleges

CQC expects:

- Colleges to ensure that the care and accommodation provided to young adults enables them to have maximum choice and control over their lives
- Staff to support learners to do this in the least restrictive way possible
- The support learners receive should help them to thrive in a learning environment among their peers, and to reach their full potential
- Their care should not be compromised by a residential environment or institutional practices that do not accord with the principles of this guidance

## Case Studies

[Click here](#) to access a range of case studies across all care settings, including social care, regulated by CQC.

These case studies illustrate Right support, right care, right culture in action throughout CQC's regulatory functions: registration, monitoring and inspection.

Many are based on actual applications and services, and CQC's judgements made about them.

## Background, further reading and references

Providers are encouraged to develop services for people in line with national policy and current best practice such as:

- [Click here](#) to find out more about building the right support
- [Click here](#) to find out more about building the right home
- [Click here](#) to find out more CG142 Autism spectrum disorder in adults: diagnosis and management
- [Click here](#) to find out more about the NG93 Learning disabilities and behaviour that challenges: service design and delivery
- [Click here](#) to access the 'Right Right support, right care, right culture'

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