

What does regulation look like in the future?

Smarter
regulation for a
safer future



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Our purpose and vision



Purpose

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

Vision

A world-class regulator, able to drive improvements in how people experience health and care services, working towards a safer future.



The world of health and social care continues to change

To keep delivering our **purpose** to make sure people get high-quality care, we need to change. We know that:

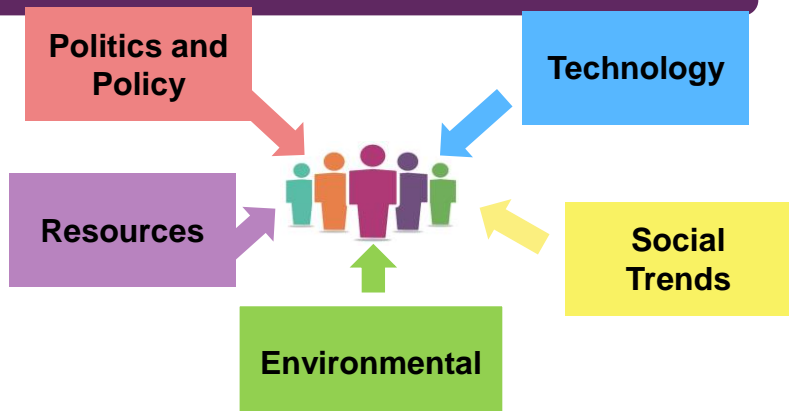
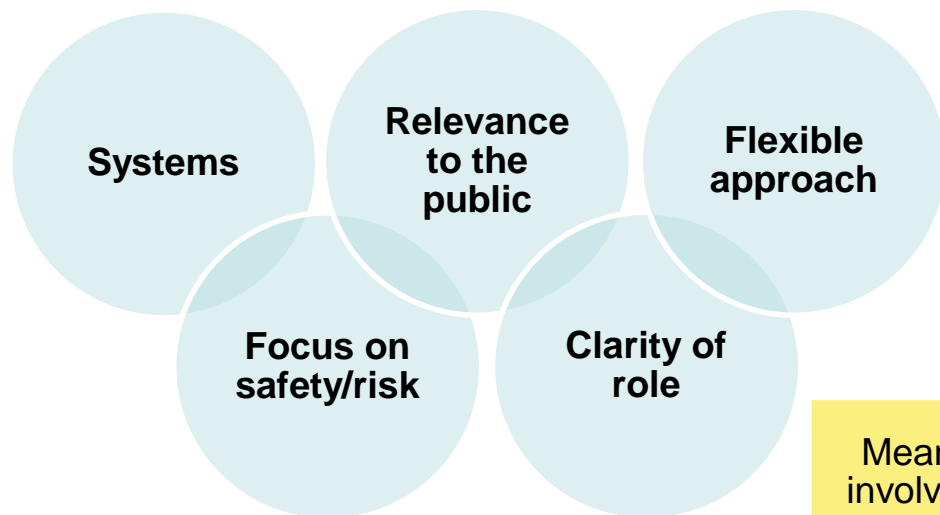
- ▶ We don't always get it right.
- ▶ We must be more responsive to risks and concerns
- ▶ We need a better picture of care quality across an area, system or pathway.



Where does regulation need to be in the future?



Selection of our inputs

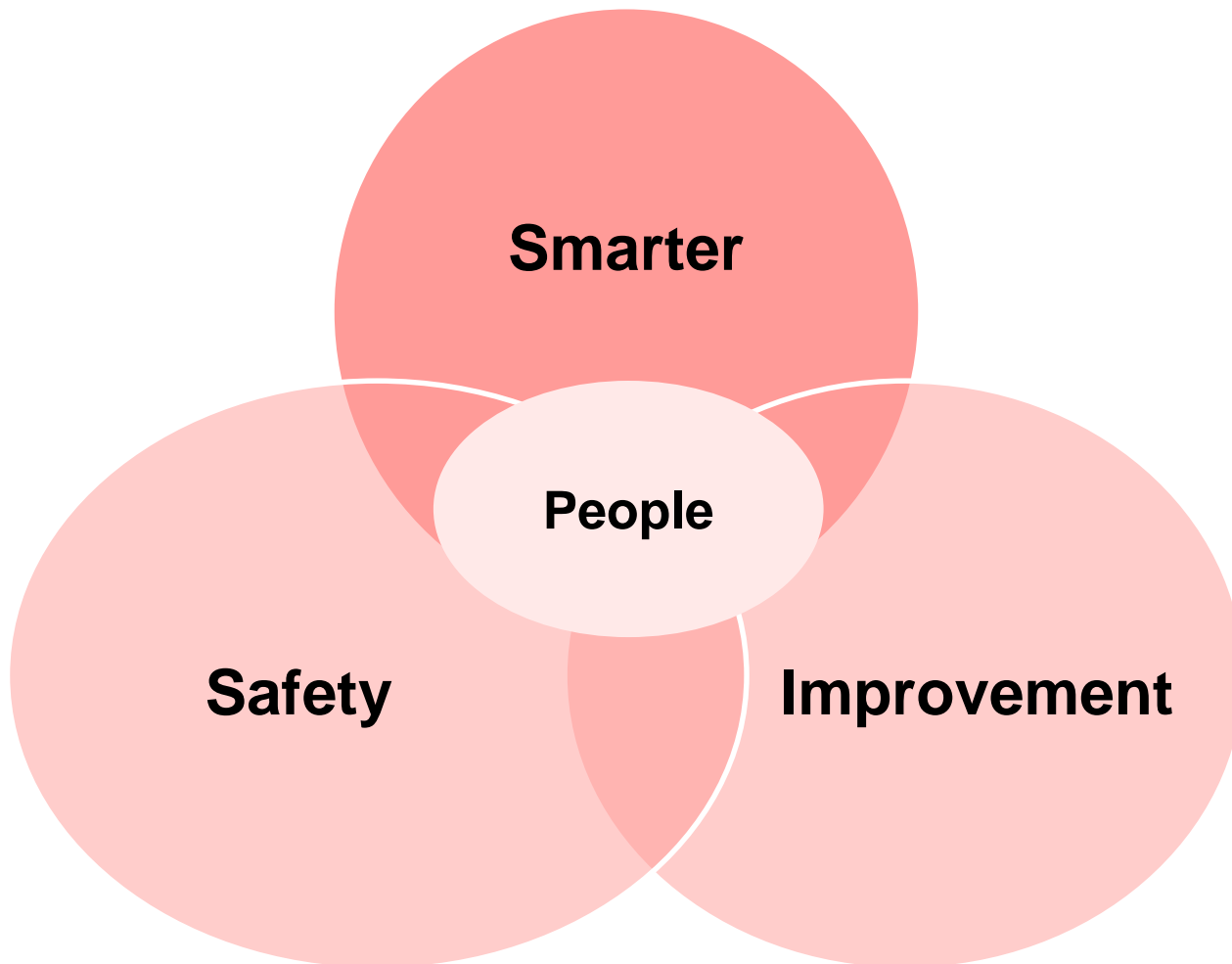


- Meaningfully involve people who use services
- Be explicit about the intended outcomes of each activity
- Take a flexible approach to regulation
- Invest in inspection staff capability
- Build ongoing relationships with regulated organisations
- Work with other parts of the system to improve quality
- Provide clear designed to enable improvement
- Keep regulation relevant



8 levers	Anticipatory	Directive	Organisational	Relational	Informational	Stakeholder	Lateral	Systemic
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Our emerging strategic themes



Thank you and questions



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