

## Policy Briefing: My Diabetes, My Care: Community Diabetes Care Review

**Document published by:** Care Quality Commission **Date published:** September 2016

**Original document:**

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### Purpose of the document

The Care Quality Commission (CQC) carried out a review between January and March 2016 to explore the quality of care and support provided to people with diabetes to help them to manage their condition themselves. They engaged with people aged between 18 and 65 who have either Type 1 or Type 2 diabetes about their experiences of care in 10 different areas across England. They also talked with commissioners, diabetes service providers and health and care staff about how diabetes care is delivered in their area. The purpose of the review is to better understand what happens to the care of people with diabetes in their local communities and to identify how well different care services work together to deliver high quality diabetes care.

### Summary of contents

The review covers 4 important aspects of care for people with diabetes, supported with stories of patients' experiences and examples of good practice. They include:

- Identification (uptake of NHS health checks) and diagnosis (to manage risk factors).
- Attendance and access to structured and practical-based education courses.
- Care pathway/processes for diabetes management to identify/avoid complications.
- Person-centred diabetes care, and care coordination between organisations.

### Summary of outcomes

While most people's experiences of diabetes care in the community is good overall, the care and support provided to enable people to manage their condition successfully is not always flexible and some aspects appear to be limited. Also, it doesn't always support individuals to self-manage their condition in a way that is suited to them. This shows that some things can be improved to make sure that everyone who has diabetes receives a high standard of care. Services in local communities must work better in ways that encourage close and effective working relationships between health and social care commissioners, providers and professionals. This is to ensure that diabetes care involves a person-centred approach where the person with diabetes is at the centre of their care.

### Summary of recommendations

- Develop a local services plan to improve care and personalised care plans tailored to meet individual needs.
- Community engagement to increase awareness and understanding of diabetes and individual needs, and encourage uptake of health checks.
- Include emotional support as a key aspect of general care and personalised care plans.
- Develop and evaluate the effectiveness of structured education courses.
- Making the best use of available technology to support self-management of diabetes.
- Thorough training in diabetes for care workers to fully support people with diabetes.

### Further information and resources

Easy Read Version & Summary - What this report means for people who use services

[http://www.cqc.org.uk/sites/default/files/20160503\\_Report\\_My%20diabetes\\_my\\_care\\_Easy\\_read.pdf](http://www.cqc.org.uk/sites/default/files/20160503_Report_My%20diabetes_my_care_Easy_read.pdf)

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