

CQC Quality Statements: Safe



Learning culture

We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices.

[Regulation 12: Safe care and treatment](#)

[Regulation 16: Receiving and acting on complaints](#)

[Regulation 17: Good governance](#)

[Regulation 20: Duty of candour](#)

Safe systems, pathways and transitions

We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.

[Regulation 12: Safe care and treatment](#)

[Regulation 17: Good governance](#)

Also consider

[Regulation 9: Person-centred care](#)

Safeguarding

We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure any concerns are shared quickly and appropriately.

[Regulation 10: Dignity and respect](#)

[Regulation 12: Safe care and treatment](#)

[Regulation 13: Safeguarding service users from abuse and improper treatment](#)

Involving people to manage risks

We work with people to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them.

[Regulation 9: Person-centred care](#)

[Regulation 11: Need for consent](#)

[Regulation 12: Safe care and treatment](#)

Also consider

[Regulation 10: Dignity and respect](#)

Safe and effective staffing

We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together to provide safe care that meets people's individual needs.

[Regulation 12: Safe care and treatment](#)

[Regulation 18: Staffing](#)

[Regulation 19: Fit and proper persons employed](#)

Infection prevention and control

We assess and manage the risk of infection. We detect and control the risk of it spreading and share any concerns with appropriate agencies promptly.

[Regulation 12: Safe care and treatment](#)

[Regulation 15: Premises and equipment](#)

Also consider

[Regulation 17: Good governance](#)

Medicines optimisation

We make sure that medicines and treatments are safe and meet people's needs, capacities and preferences by enabling them to be involved in planning, including when changes happen.

[Regulation 9: Person-centred care](#)

[Regulation 12: Safe care and treatment](#)

Also consider

[Regulation 11: Need for consent](#)

[Regulation 17: Good governance](#)

[Regulation 20: Duty of candour](#)

Safe environments

We detect and control potential risks in the care environment. We make sure that the equipment, facilities and technology support the delivery of safe care.

[Regulation 12: Safe care and treatment](#)

[Regulation 15: Premises and equipment](#)

[Regulation 17: Good governance](#)

CQC Quality Statements: Effective



Assessing needs

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

[Regulation 9: Person-centred care](#)
[Regulation 11: Need for consent](#)
[Regulation 12: Safe care and treatment](#)
[Regulation 17: Good governance](#)

Delivering evidence-based care & treatment

We plan and deliver people's care and treatment with them, including what is important and matters to them. We do this in line with legislation and current evidence-based good practice and standards.

[Regulation 9: Person-centred care](#)
[Regulation 11: Need for consent](#)
[Regulation 12: Safe care and treatment](#)
[Regulation 14: Meeting nutritional and hydration needs](#)
[Regulation 17: Good governance](#)

How staff, teams & services work together

We work effectively across teams and services to support people. We make sure they only need to tell their story once by sharing their assessment of needs when they move between different services.

[Regulation 9: Person-centred care](#)
[Regulation 12: Safe care and treatment](#)
[Regulation 17: Good governance](#)

Supporting people to live healthier lives

We support people to manage their health and wellbeing so they can maximise their independence, choice and control. We support them to live healthier lives and where possible, reduce their future needs for care and support.

[Regulation 9: Person-centred care](#)
[Regulation 10: Dignity and respect](#)
[Regulation 12: Safe care and treatment](#)

Monitoring and improving outcomes

We routinely monitor people's care and treatment to continuously improve it. We ensure that outcomes are positive and consistent, and that they meet both clinical expectations and the expectations of people themselves.

[Regulation 9: Person-centred care](#)
[Regulation 17: Good governance](#)

Consent to care and treatment

We tell people about their rights around consent and respect these when we deliver person-centred care and treatment.

[Regulation 11: Need for consent](#)

CQC Quality Statements: Caring



Kindness, compassion and dignity

We always treat people with kindness, empathy and compassion and we respect their privacy and dignity. We treat colleagues from other organisations with kindness and respect.

[Regulation 9: Person-centred care](#)

[Regulation 10: Dignity and respect](#)

Treating people as individuals

We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.

[Regulation 9: Person-centred care](#)

[Regulation 10: Dignity and respect](#)

[Regulation 15: Premises and equipment](#)

Independence, choice and control

We promote people's independence, so they know their rights and have choice and control over their own care, treatment and wellbeing.

[Regulation 9: Person-centred care](#)

[Regulation 10: Dignity and respect](#)

[Regulation 12: Safe care and treatment](#)

Responding to people's immediate needs

We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act to minimise any discomfort, concern or distress.

[Regulation 9: Person-centred care](#)

[Regulation 12: Safe care and treatment](#)

[Regulation 16: Receiving and acting on complaints](#)

Workforce wellbeing and enablement

We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person-centred care.

[Regulation 9: Person-centred care](#)

[Regulation 12: Safe care and treatment](#)

[Regulation 17: Good governance](#)

[Regulation 18: Staffing](#)

CQC Quality Statements: Responsive



Person-centred care

We make sure people are at the centre of their care and treatment choices and we decide, in partnership with them, how to respond to any relevant changes in their needs.

[Regulation 9: Person-centred care](#)
[Regulation 10: Dignity and respect](#)
[Regulation 11: Need for consent](#)

Equity in access

We make sure that everyone can access the care, support and treatment they need when they need it.

[Regulation 9: Person-centred care](#)
[Regulation 10: Dignity and respect](#)
[Regulation 12: Safe care and treatment](#)
[Regulation 17: Good governance](#)

Care provision, integration, and continuity

We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.

[Regulation 9: Person-centred care](#)
[Regulation 10: Dignity and respect](#)
[Regulation 17: Good governance](#)

Equity in experiences and outcomes

We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.

[Regulation 9: Person-centred care](#)
[Regulation 10: Dignity and respect](#)
[Regulation 12: Safe care and treatment](#)
[Regulation 17: Good governance](#)

Providing information

We provide appropriate, accurate and up-to-date information in formats that we tailor to individual needs.

[Regulation 9: Person-centred care](#)
[Regulation 17: Good governance](#)

Planning for the future

We support people to plan for important life changes, so they can have enough time to make informed decisions about their future, including at the end of their life.

[Regulation 9: Person-centred care](#)
[Regulation 11: Need for consent](#)

Listening to and involving people

We make it easy for people to share feedback and ideas or raise complaints about their care, treatment and support. We involve them in decisions about their care and tell them what's changed as a result.

[Regulation 16: Receiving and acting on complaints](#)
[Regulation 17: Good governance](#)

CQC Quality Statements: Well-led



Shared direction and culture

We have a shared vision, strategy and culture. This is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding challenges and the needs of people and our communities in order to meet these.

[Regulation 9: Person-centred care](#)
[Regulation 10: Dignity and respect](#)
[Regulation 12: Safe care and treatment](#)
[Regulation 17: Good governance](#)

Freedom to speak up

We foster a positive culture where people feel that they can speak up and that their voice will be heard.

[Regulation 9: Person-centred care](#)
[Regulation 10: Dignity and respect](#)
[Regulation 12: Safe care and treatment](#)
[Regulation 17: Good governance](#)

Governance, management and sustainability

We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

[Regulation 12: Safe care and treatment](#)
[Regulation 14: Notice of absence](#)
[Regulation 15: Notice of changes](#)
[Regulation 16: Notification of death of service user](#)
[Regulation 17: Good governance](#)
[Regulation 17: Notification of death or unauthorised absence of a service user who is detained or liable to be detained under the Mental Health Act 1983](#)
[Regulation 18: Notification of other incidents](#)
[Regulation 20: Requirements relating to termination of pregnancies](#)
[Regulation 22A: Form of notifications to the Commission](#)

Learning, improvement and innovation

We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

[Regulation 17: Good governance](#)

Capable, compassionate and inclusive leaders

We have inclusive leaders at all levels who understand the context in which we deliver care, treatment and support and embody the culture and values of their workforce and organisation. They have the skills, knowledge, experience and credibility to lead effectively. They do so with integrity, openness and honesty.

[Regulation 4: Requirements where the service provider is an individual or partnership](#)
[Regulation 5: Fit and proper persons: directors](#)
[Regulation 7: Requirements relating to registered managers](#)
[Regulation 14: Notice of absence](#)
[Regulation 18: Staffing](#)
[Regulation 19: Fit and proper persons employed](#)

Workforce equality, diversity and inclusion

We value diversity in our workforce. We work towards an inclusive and fair culture by improving equality and equity for people who work for us.

[Regulation 17: Good governance](#)
[Regulation 18: Staffing](#)

Partnerships and communities

We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

[Regulation 9: Person-centred care](#)
[Regulation 12: Safe care and treatment](#)
[Regulation 17: Good governance](#)

Environmental sustainability – sustainable development

We understand any negative impact of our activities on the environment and we strive to make a positive contribution in reducing it and support people to do the same.

[Regulation 17: Good governance](#)