

Quality Statement	Feedback From Partners	Observation Evidence	Process Evidence
Safe			
<p style="text-align: center;">Learning culture</p> <p>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</p>	<ul style="list-style-type: none"> • commissioners and other system partners (supported living services) • health and care professionals working with the service (supported living services) 		<ul style="list-style-type: none"> • duty of candour records • evidence of learning and improvement • incident, near misses and events records
<p style="text-align: center;">Safe systems, pathways and transitions</p> <p>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.</p>	<ul style="list-style-type: none"> • commissioners and other system partners • health and care professionals working in or with the service 		<ul style="list-style-type: none"> • multidisciplinary team meeting records • people’s care records or clinical records • records of referral, transfer or transition of care

<p style="text-align: center;">Safeguarding</p> <p>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, and we make sure we share concerns quickly and appropriately.</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders 	<ul style="list-style-type: none"> • staff practice (including how they deliver care, staff culture and behaviours) 	<ul style="list-style-type: none"> • DoLS and Court of Protection (POA) records • Mental Capacity Act records and training • people’s care records or clinical records • safeguarding policy, records and training
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<p>Involving people to manage risks</p> <p>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.</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders 	<ul style="list-style-type: none"> • equipment • staff practice (including how they deliver care, staff culture and behaviours) • the care environment 	<ul style="list-style-type: none"> • DoLS and Court of Protection (POA) records • people's care records or clinical records • records of restrictive practice
<p>Safe environments</p> <p>We detect and control potential risks in the care environment and make sure that the equipment,</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders 	<ul style="list-style-type: none"> • equipment • staff practice (including how they deliver care, staff culture and behaviours) • the care environment 	<ul style="list-style-type: none"> • business continuity plans • equipment maintenance and calibration records (care homes only) • risk assessments

<p>facilities and technology support the delivery of safe care.</p>			
<p>Safe and effective staffing</p> <p>We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development and work together effectively to provide safe care that meets people’s individual needs.</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders 	<ul style="list-style-type: none"> • staff practice (including how they deliver care, staff culture and behaviours) 	<ul style="list-style-type: none"> • recruitment records • staff vacancy and turnover rate • staff records, including appraisal, training, development and competency • training in communication with people with a learning disability and autistic people
<p>Infection prevention and control</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders, 	<ul style="list-style-type: none"> • equipment • staff practice (including how they deliver care, 	<ul style="list-style-type: none"> • infection prevention and control policy, audit and action plans

<p>We assess and manage the risk of infection, detect and control the risk of it spreading and share any concerns with appropriate agencies promptly.</p>		<p>staff culture and behaviours)</p> <ul style="list-style-type: none"> • the care environment 	
<p>Medicines optimisation</p> <p>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.</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders, 	<ul style="list-style-type: none"> • equipment • staff practice (including how they deliver care, staff culture and behaviours) • the care environment 	<ul style="list-style-type: none"> • administration of and dispensing medicines, including 'when required' (PRN) medication • medicines audits, action plans and reviews • people’s care records or clinical records • STOMP and STAMP records

Effective			
<p style="text-align: center;"><i>Assessing needs</i></p> <p>We maximise the effectiveness of people’s care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.</p>	<ul style="list-style-type: none"> • feedback from people collected by CQC, the provider, local community groups and other stakeholders • give feedback on care 		<ul style="list-style-type: none"> • assessments and records of meeting needs under the Equality Act 2010 • assessments and/or best interest decisions under the MCA • clinical tools to assess pain and monitor risk • people’s care records or clinical records
<p style="text-align: center;"><i>Delivering evidence-based care and treatment</i></p>	<ul style="list-style-type: none"> • feedback from people collected by CQC, the provider, local community groups and other stakeholders 		<ul style="list-style-type: none"> • food and fluid charts • people’s care records or clinical records • quality improvement activity

<p>We plan and deliver people’s care and treatment with them, including what is important and matters to them and in line with legislation and current evidence-based good practice and standards.</p>	<ul style="list-style-type: none"> • give feedback on care • feedback from staff collected by CQC and the provider • feedback from leaders • whistleblowing 		
<p>How staff, teams and services work together</p> <p>We work effectively across teams and services to support people, making sure they only need to tell their story once by sharing their assessment of needs when they move between different services.</p>	<ul style="list-style-type: none"> • feedback from people collected by CQC, the provider, local community groups and other stakeholders • give feedback on care • feedback from staff collected by CQC and the provider • feedback from leaders • whistleblowing 		<ul style="list-style-type: none"> • information sharing and transfer of records across or between services • multidisciplinary team meeting records • people’s care records or clinical records

	<ul style="list-style-type: none"> commissioners and other system partners health and care professionals working with the service 		
<p>Supporting people to live healthier lives</p> <p>We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce their future needs for care and support.</p>	<ul style="list-style-type: none"> feedback from people collected by CQC, the provider, local community groups and other stakeholders give feedback on care feedback from staff collected by CQC and the provider feedback from leaders whistleblowing 		<ul style="list-style-type: none"> activities list annual health check or screening records care, education and treatment reviews (CETRs) hospital passport, people's care records or clinical records

	<ul style="list-style-type: none"> • commissioners and other system partners (supported living services) • health and care professionals working with the service (supported living services) 		
<p>Monitoring and improving outcomes</p> <p>We routinely monitor people’s care and treatment to continuously improve it and to ensure that outcomes are positive and consistent, and that they meet both</p>	<ul style="list-style-type: none"> • feedback from people collected by CQC, the provider, local community groups and other stakeholders • give feedback on care • feedback from staff collected by CQC and the provider 		

<p>clinical expectations and the expectations of people themselves.</p>	<ul style="list-style-type: none"> • feedback from leaders <ul style="list-style-type: none"> • whistleblowing • people's care records or clinical records • provider led audits and action plans 		
<p>Consent to care and treatment</p> <p>We tell people about their rights around consent and respect these when we deliver person-centred care and treatment.</p>	<ul style="list-style-type: none"> • feedback from people collected by CQC, the provider, local community groups and other stakeholders • give feedback on care • feedback from staff collected by CQC and the provider • feedback from leaders <ul style="list-style-type: none"> • whistleblowing 		<ul style="list-style-type: none"> • best interest meetings, evidence of power of attorney • capacity assessments <ul style="list-style-type: none"> • consent policy • people's care records/clinical records

Caring			
<p>Kindness, compassion and dignity</p> <p>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.</p>	<p>People's experience and feedback from staff and leaders</p> <p>Feedback from partners</p> <ul style="list-style-type: none"> commissioners and other system partners health and care professionals working in or with the service 	<ul style="list-style-type: none"> equipment staff practice (including how they deliver care, staff culture and behaviours) equipment 	
<p>Treating people as individuals</p> <p>We treat people as individuals and make sure their care, support and treatment meets their needs and</p>	<p>People's experience and feedback from staff and leaders</p>	<ul style="list-style-type: none"> equipment staff practice (including how they deliver care, staff culture and behaviours) 	<ul style="list-style-type: none"> people's care records or clinical records

<p>preferences, taking account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.</p>	<p>Feedback from partners</p> <ul style="list-style-type: none"> • commissioners and other system partners (supported living services) • health and care professionals working in or with the service (supported living services) 	<ul style="list-style-type: none"> • equipment 	
<p>Independence, choice and control</p> <p>We promote people's independence, so they know their rights and have choice and control over their own care, treatment. and wellbeing.</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders, 	<ul style="list-style-type: none"> • equipment • staff practice (including how they deliver care, staff culture and behaviours) • equipment 	<ul style="list-style-type: none"> • people's care records or clinical records

<p>Responding to people's immediate needs</p> <p>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.</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders, also this specific category 	<ul style="list-style-type: none"> • equipment • staff practice (including how they deliver care, staff culture and behaviours) • the care environment 	
<p>Workforce wellbeing and enablement</p> <p>We care about and promote the wellbeing of our staff, and we</p>	<ul style="list-style-type: none"> • Feedback from staff and leaders, also this specific category 		<ul style="list-style-type: none"> • mechanisms to monitor, improve and promote staff safety and wellbeing • staff management policies

<p>support and enable them to always deliver person centred care.</p>			<ul style="list-style-type: none"> • staff sickness, vacancy and turnover rates
<h2>Responsive</h2>			
<p style="text-align: center;">Person-centred care</p> <p>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.</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders, also this specific category 	<ul style="list-style-type: none"> • staff practice (including how they deliver care, staff culture and behaviours) • the care environment 	

<p>Care provision, integrations and continuity</p> <p>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.</p>	<p><i>People's experience and feedback from staff and leaders</i></p> <p>Feedback from partners</p> <ul style="list-style-type: none"> commissioners and other system partners health and care professionals working in or with the service 		<ul style="list-style-type: none"> arrangements to ensure continuity of care people's care records or clinical records
<p>Providing information</p> <p>We provide appropriate, accurate and up-to-date information in</p>	<ul style="list-style-type: none"> People's experience and feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> arrangements to: <ul style="list-style-type: none"> explain fees

<p>formats that we tailor to individual needs.</p>			<ul style="list-style-type: none"> • ensure continuity of care (supported living services only) • identify people's communication preferences • information sharing with people using services and those close to them • meeting the Accessible Information Standard
<p>Listening to and involving people</p> <p>We make it easy for people to share feedback and ideas or raise complaints about their care,</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • advocacy and support service records • collecting people's feedback, taking action and sharing learning

<p>treatment and support. We involve them in decisions about their care and tell them what's changed as a result.</p>			<ul style="list-style-type: none"> • complaints records and outcomes • improvement plans and audits
<p>Equity in access</p> <p>We make sure that everyone can access the care, support and treatment they need when they need it.</p>	<p>People's experience and feedback from staff and leaders,</p> <p><i>Feedback from partners (care homes only)</i></p> <ul style="list-style-type: none"> • commissioners and other system partners • health and care professionals working in or with the service 		<ul style="list-style-type: none"> • people's care records or clinical records • provider led audits of processes • records and risk assessments about accessible facilities and premises

<p>Equity in experience and outcomes</p> <p>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.</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • people's care records or clinical records • improvement plans and audits
<p>Planning for the future</p> <p>We support people to plan for important life changes, so they can have enough time to make informed</p>	<ul style="list-style-type: none"> • People's experience and feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • DNACPR and ReSPECT decisions • end of life care planning • people's care records or clinical records

<p>decisions about their future, including at the end of their life.</p>			
<p>Well-led</p>			
<p>Shared direction and culture</p> <p>We have a shared vision, strategy and culture that is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding and meeting the needs of people and our communities.</p>	<ul style="list-style-type: none"> • Feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • business plans • equality, diversity, and inclusion policy • monitoring service objectives • vision, aims and strategy

<p>Capable, compassionate and inclusive leaders</p> <p>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 and do so with integrity, openness and honesty.</p>	<ul style="list-style-type: none"> • Feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • evidence of compliance with schedule 3 and Fit and Proper Person Requirements • leadership development and training • recruitment and induction records • registered manager status and changes
<p>Freedom to speak up</p>	<ul style="list-style-type: none"> • Feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • mechanisms for seeking and responding to staff feedback

<p>We create a positive culture where people feel that they can speak up and that their voice will be heard</p>			<ul style="list-style-type: none"> whistleblowing records
<p>Workforce equality, diversity and inclusion</p> <p>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.</p>	<ul style="list-style-type: none"> Feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> equality, diversity and inclusion policies and training flexible working arrangements reasonable adjustments and assistive technology for staff records of incidents towards staff workforce or EDI strategy and associated objectives and action plans

<p style="text-align: center;">Governance and assurance</p> <p>We have clear responsibilities, roles, systems of accountability and good governance 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.</p>	<ul style="list-style-type: none"> • Feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • business continuity plans and risk register • governance arrangements and organisation structure (roles and responsibilities) • information security, data protection and GDPR arrangements • quality management, systems and reporting • workforce planning
<p style="text-align: center;">Partnership and communities</p>	<ul style="list-style-type: none"> • feedback from people collected by CQC, the provider, local community 		<ul style="list-style-type: none"> • examples of sharing learning and best practice • records of collaboration

<p>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.</p>	<p>groups and other stakeholders</p> <ul style="list-style-type: none"> • give feedback on care <p>Feedback from partners</p> <ul style="list-style-type: none"> • commissioners and other system partners • health and care professionals working in or with the service 		<ul style="list-style-type: none"> • Trusted Assessors/Discharge to Assess schemes
<p>Learning, improvement and innovation</p> <p>We focus on continuous learning, innovation and improvement across our organisation and the local</p>	<ul style="list-style-type: none"> • Feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • evidence of embedding learning and making improvements • evidence of engagement in innovation initiatives

<p>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.</p>			
<p>Environmental sustainability – sustainable development</p> <p>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.</p>	<ul style="list-style-type: none"> • Feedback from staff and leaders, also this specific category. 		<ul style="list-style-type: none"> • green and carbon reduction plans and policies • processes for recycling • staff training in environmental sustainability