

# Key questions and quality statements

Quality statements are the commitments that providers, commissioners and system leaders should live up to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care.

The quality statements show how services and providers need to work together to plan and deliver high quality care. They directly relate to the regulations listed. Regulations we would also consider in our judgements are shown in brackets.

When they refer to 'people' we mean people who use services, their families, friends and unpaid carers. This includes:

- people with protected equality characteristics
- those most likely to have a poorer experience of care or experience inequalities.

Safe

Safety is a priority for everyone and leaders embed a culture of openness and collaboration. People are always safe and protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination. Their liberty is protected where this is in their best interests and in line with legislation.

Where people raise concerns about safety and ideas to improve, the primary response is to learn and improve continuously. There is strong awareness of the areas with the greatest safety risks. Solutions to risks are developed collaboratively. Services are planned and organised with people and communities in a way that improves their safety across their care journeys. People are supported to make choices that balance risks of harm with positive choices about their lives. Leaders ensure there are enough skilled people to deliver safe care that promotes choice, control and individual wellbeing.

## 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.

## Related regulations

### Regulated Activities Regulations 2014

- [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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

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

## Local authority assessments

We consider this quality statement, safe systems, pathways and transitions, under [theme 3: how the local authority ensures safety within the system](#).

## 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 we share concerns quickly and appropriately.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 10: Dignity and respect](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 13: Safeguarding service users from abuse and improper treatment](#)

### Also consider

- [Regulation 9: Person-centred care](#)
- [Regulation 11: Consent](#)
- [Regulation 17: Good governance](#)
- [Regulation 20: Duty of candour](#)

## Local authority assessments

We consider this quality statement, safeguarding, under [theme 3: how the local authority ensures safety within the system](#).

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

- [Regulation 10: Dignity and respect](#)

## 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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 12: Safe care and treatment](#)
- [Regulation 15: Premises and equipment](#)
- [Regulation 17: Good governance](#)

## 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 effectively to provide safe care that meets people's individual needs.

## Related regulations

### Regulated Activities Regulations 2014

- [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.

## Related regulations

### Regulated Activities Regulations 2014

- [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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

- [Regulation 11: Need for consent](#)

## Effective

People and communities have the best possible outcomes because their needs are assessed. Their care, support and treatment reflects these needs and any protected equality characteristics. Services work in harmony, with people at the centre of their care. Leaders instil a culture of improvement, where understanding current outcomes and exploring best practice is part of everyday work.

Everyone is supported to see what works well and not so well based on indicators of quality. Continuous improvement is always guided by this insight.

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

- [Regulation 10: Dignity and respect](#)
- [Regulation 11: Need for consent](#)
- [Regulation 17: Good governance](#)



## Local authority assessments

We consider this quality statement, assessing needs, under [theme 1: working with people](#).

## Delivering evidence-based care and 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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 9: Person-centred care](#)
- [Regulation 10: Dignity and respect](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 14: Meeting nutritional and hydration needs](#)
- [Regulation 17: Good governance](#)

Also consider

- [\(Regulation 11: Need for consent\)](#)

## How staff, teams and 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

- [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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

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

## Local authority assessments

We consider this quality statement, supporting people to live healthier lives, under [theme 1: working with people](#).

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

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

## Consent to care and treatment

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

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 11: Need for consent](#)

Also consider

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

## Caring

People are always treated with kindness, empathy and compassion. They understand that they matter and that their experience of how they are treated and supported matters. Their privacy and dignity is respected. Every effort is made to take their wishes into account and respect their choices, to achieve the best possible outcomes for them. This includes supporting people to live as independently as possible.

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

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

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

- [Regulation 14: Meeting nutritional and hydration needs](#)
- [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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

- [Regulation 10: Dignity and respect](#)

## 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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 9: Person-centred care](#)
- [Regulation 10: Dignity and respect](#)
- [Regulation 11: Need for consent](#)
- [Regulation 12: Safe care and treatment](#)

Also consider

- [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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 9: Person-centre care](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 17: Good governance](#)
- [Regulation 18: Staffing](#)

## Responsive

People and communities are always at the centre of how care is planned and delivered. Their health and care needs of people and communities are understood and they are actively involved in planning care that meets these needs. Care, support and treatment is easily accessible, including physical access. People can access care in ways that meet their personal circumstances and protected equality characteristics.

People, those who support them, and staff can easily access information, advice and advocacy. This supports them in managing and understanding their care and treatment. There is partnership working to make sure that care and treatment meets the diverse needs of communities. People are encouraged to give feedback, which is acted on and used to deliver improvements.

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

- [Regulation 10: Dignity and respect](#)



- [Regulation 11: Need for consent](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 14: Meeting nutritional and hydration needs](#)

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

- [Regulation 10: Dignity and respect](#)

## Local authority assessments

We consider this quality statement, care provision, integration and continuity, under [theme 2: providing support](#).

## Providing information

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

## Related regulations

### Regulated Activities Regulations 2014

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

## 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.

## Related regulations

- [Regulation 9: Person-centred care](#)
- [Regulation 10: Dignity and respect](#)
- [Regulation 16: Receiving and acting on complaints](#)
- [Regulation 17: Good governance](#)

## Equity in access

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

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 12: Safe care and treatment](#)
- [Regulation 13: Safeguarding service users from abuse and improper treatment](#)
- [Regulation 17: Good governance](#)

Also consider

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

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

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

## Local authority assessments

We consider this quality statement, equity in experiences and outcomes, under [theme 1: working with people](#).

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

- [Regulation 11: Need for consent](#)

## Well-led

There is an inclusive and positive culture of continuous learning and improvement. This is based on meeting the needs of people who use services and wider communities, and all leaders and staff share this. Leaders proactively support staff and collaborate with partners to deliver care that is safe, integrated, person-centred and sustainable, and to reduce inequalities.

There are effective governance and management systems. Information about risks, performance and outcomes is used effectively to improve care.

## 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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 10: Dignity and respect](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 13: Safeguarding service users from abuse and improper treatment](#)
- [Regulation 17: Good governance](#)

Also consider

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

## Registration regulations 2009

- [Regulation 12: Statement of purpose](#)

## 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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 6: Requirement where the service provider is a body other than a partnership](#)
- [Regulation 7: Requirements relating to registered managers](#)
- [Regulation 18: Staffing](#)
- [Regulation 19: Fit and proper persons employed](#)

Also consider

- [Regulation 4: Requirements where the service provider is an individual or a partnership](#)

- [Regulation 5: Fit and proper persons directors](#)

## Registration regulations 2009

- [Regulation 14: Notice of absence](#)
- [Regulation 15: Notice of changes](#)

## Freedom to speak up

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

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 10: Dignity and respect](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 13: Safeguarding service users from abuse and improper treatment](#)
- [Regulation 16: Receiving and acting on complaints](#)
- [Regulation 17: Good governance](#)

Also consider

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

## 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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 17: Good governance](#)
- [Regulation 18: Staffing](#)
- [Regulation 19: Fit and proper persons employed](#)

## 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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 17: Good governance](#)

Also consider

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



## Registration regulations 2009

- [Regulation 14: Notice of absence](#)
- [Regulation 15: Notice of changes](#)
- [Regulation 16: Notification of death of service user](#)
- [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](#)

## Local authority assessments

We consider this quality statement, governance, management and sustainability, under [theme 4: leadership](#).

## 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.

## Related regulations

### Regulated Activities Regulations 2014

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

Also consider

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

## Local authority assessments

We consider this quality statement, partnerships and communities, under [theme 2: providing support](#).

## 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

## Related regulations

### Regulated Activities Regulations 2014

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

## Local authority assessments

We consider this quality statement, learning, improvement and innovation, under [theme 4: leadership](#).

## 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.

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 17: Good governance](#)