

Key Questions and Quality Statements

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.

CARING	Expectation	I statement	Related regulations
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.	I am treated with respect and dignity.	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.	I am treated with respect and dignity. I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals. I am supported to manage my health in a way that makes sense to me. I am in control of planning my care and support. If I need help with this, people who know and care about me are involved. I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.	Regulation 9: Person-centred care Regulation 10: Dignity and respect Regulation 14: Meeting nutritional and hydration needs Regulation 15: Premises and 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>	<p>I am treated with respect and dignity.</p> <p>I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.</p> <p>I am supported to manage my health in a way that makes sense to me.</p> <p>I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.</p> <p>I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.</p>	<p>Regulation 9: Person-centred care Regulation 12: Safe care and treatment</p> <p>Also consider: Regulation 10: Dignity and respect</p>
<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>	<p>I am treated with respect and dignity.</p> <p>I am supported to manage my health in a way that makes sense to me.</p>	<p>Regulation 9: Person-centred care Regulation 10: Dignity and respect Regulation 11: Need for consent Regulation 12: Safe care and treatment</p> <p>Also consider: Regulation 16: Receiving and acting on complaints</p>
<p>Workforce wellbeing and enablement.</p>	<p>We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person centred care.</p>	<p>I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.</p> <p>I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.</p>	<p>Regulation 9: Person-centre care Regulation 12: Safe care and treatment Regulation 17: Good governance Regulation 18: Staffing</p>