

Key Questions and Quality Statements

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.

EFFECTIVE	Expectation	I statement	Related regulations
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.	<p>I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.</p> <p>I have care and support that is coordinated, and everyone works well together and with me.</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 goals.</p> <p>I am empowered to get the care, support and treatment that I need and want.</p>	<p>Regulation 9: Person-centred care Regulation 12: Safe care and treatment</p> <p>Also consider: Regulation 10: Dignity and respect Regulation 11: Need for consent Regulation 17: Good governance</p> <p>For local authority assessments, the CQC will consider this quality statement, assessing needs, under theme 1: working with people.</p>
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	<p>I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.</p> <p>I have care and support that is coordinated, and everyone works well together and with me.</p>	<p>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</p>

	evidence-based good practice and standards.	<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 goals.</p> <p>I am empowered to get the care, support and treatment that I need and want.</p>	<p>Also consider. (Regulation 11: Need for consent)</p>
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.	<p>I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.</p> <p>I have care and support that is coordinated, and everyone works well together and with me.</p> <p>I am empowered to get the care, support and treatment that I need and want.</p>	<p>Regulation 9: Person-centred care Regulation 12: Safe care and treatment</p> <p>Also consider. Regulation 17: Good governance</p>
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.	<p>I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.</p> <p>I have care and support that is coordinated, and everyone works well together and with me.</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 goals.</p> <p>I am empowered to get the care, support and treatment that I need and want.</p>	<p>Regulation 9: Person-centred care Regulation 12: Safe care and treatment</p> <p>Also consider. Regulation 10: Dignity and respect Regulation 11: Need for consent</p> <p>For local authority assessments, the CQC will consider this quality statement, supporting people to live healthier lives, under theme 1: working with people.</p>

<p>Monitoring and improving outcomes.</p>	<p>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.</p>	<p>I have care and support that is coordinated, and everyone works well together and with me.</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 goals.</p> <p>I am empowered to get the care, support and treatment that I need and want.</p>	<p>Regulation 12: Safe care and treatment Regulation 17: Good governance</p> <p>Also consider. Regulation 9: Person-centred care</p>
<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>	<p>I have care and support that is coordinated, and everyone works well together and with me.</p> <p>I am empowered to get the care, support and treatment that I need and want.</p>	<p>Regulation 11: Need for consent</p> <p>Also consider. Regulation 9: Person-centred care Regulation 10: Dignity and respect</p>