

Key Questions and Quality Statements

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.

RESPONSIVE	Expectation	I statement	Related regulations
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.	<p>I have care and support that is coordinated, and everyone works well together and with 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 am supported to plan ahead for important changes in my life that I can anticipate.</p> <p>I know how to access my health and care records and decide which personal information can be shared with other people, including my family, care staff, school or college.</p>	<p>Regulation 9: Person-centred care</p> <p>Also consider:</p> <p>Regulation 10: Dignity and respect</p> <p>Regulation 11: Need for consent</p> <p>Regulation 12: Safe care and treatment</p> <p>Regulation 14: Meeting nutritional and hydration needs</p>
Care provision, integration, and continuity.	We understand the diverse health and care needs of people and our local communities, so care is	I have care and support that is coordinated, and everyone works well together and with me.	<p>Regulation 9: Person-centred care</p> <p>Regulation 12: Safe care and treatment</p> <p>Regulation 17: Good governance</p>

	joined-up, flexible and supports choice and continuity.	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.	Also consider: Regulation 10: Dignity and respect For local authority assessments, the CQC will 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.	I can get information and advice that is accurate, up to date and provided in a way that I can understand. I am encouraged and enabled to feedback about my care in ways that work for me and I know how it was acted on. I know how to access my health and care records and decide which personal information can be shared with other people, including my family, care staff, school or college.	Regulation 9: Person-centred care 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.	I have care and support that is coordinated, and everyone works well together and with 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 am encouraged and enabled to feedback about my care in ways that work for me and I know how it was acted on.	Regulation 16: Receiving and acting on complaints Regulation 17: Good governance Also consider: Regulation 9: Person-centred care Regulation 10: Dignity and respect
Equity in access.	We make sure that everyone can access the care,	Statements reflect what people have said matters to them.	Regulation 12: Safe care and treatment Regulation 13: Safeguarding service users from abuse and improper treatment

	support and treatment they need when they need it.	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.	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.	<p>I have care and support that is coordinated, and everyone works well together and with 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 am encouraged and enabled to feedback about my care in ways that work for me and I know how it was acted on.</p>	Regulation 12: Safe care and treatment Regulation 17: Good governance Also consider: Regulation 9: Person-centred care Regulation 10: Dignity and respect For local authority assessments, the CQC will 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.	<p>I can get information and advice that is accurate, up to date and provided in a way that I can understand.</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 am supported to plan ahead for important changes in my life that I can anticipate.</p>	Regulation 9: Person-centred care Regulation 10: Dignity and respect Also consider: Regulation 11: Need for consent