

Key Questions and Quality Statements

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.

SAFE	Expectation	I statement	Related regulations
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.	I feel safe and am supported to understand and manage any risks. I can get information and advice about my health, care and support and how I can be.	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.	I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening. When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.	Regulation 12: Safe care and treatment Regulation 17: Good governance Also consider: Regulation 9: Person-centred care For local authority assessments, the CQC will 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.	I feel safe and am supported to understand and manage any risks.	Regulation 10: Dignity and respect Regulation 11: Consent Regulation 12: Safe care and treatment Regulation 13: Safeguarding service users from abuse and improper treatment Also consider: Regulation 9: Person-centred care Regulation 17: Good governance Regulation 20: Duty of candour For local authority assessments, the CQC will 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.	<p>I feel safe and am supported to understand and manage any risks.</p> <p>I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening.</p> <p>If my treatment, including medication, has to change, I know why and am involved in the decision.</p> <p>When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.</p> <p>I have considerate support delivered by competent people.</p>	Regulation 9: Person-centred care Regulation 11: Need for consent Regulation 12: Safe care and treatment Also consider: Regulation 10: Dignity and respect

		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.	
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.	I feel safe and am supported to understand and manage any risks.	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.	I feel safe and am supported to understand and manage any risks. I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening. If my treatment, including medication, has to change, I know why and am involved in the decision. I have considerate support delivered by competent people. 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.	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.	I feel safe and am supported to understand and manage any risks.	Regulation 12: Safe care and treatment Regulation 15: Premises and equipment Also consider: Regulation 17: Good governance

<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>	<p>I feel safe and am supported to understand and manage any risks. I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening.</p> <p>If my treatment, including medication, has to change, I know why and am involved in the decision.</p> <p>I have considerate support delivered by competent people.</p>	<p>Regulation 9: Person-centred care Regulation 12: Safe care and treatment</p> <p>Also consider: Regulation 11: Need for consent</p>
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