



**Care Quality Support**



ULTRA **HEALTHCARE**  
SOLUTIONS

PART OF GMT NETWORKS LTD



# **CQC QUALITY STATEMENTS**

● **Compiled By Godfrey Mushandu**



**+44 7737 144708**



**admin@carequalitysupport.co.uk**



**<https://carequalitysupport.co.uk/>**





# CQC QUALITY STATEMENTS

## WELL LED

### **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.

**Related Regulations: 6, 7, 18, 19**

### **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: 10, 12, 17**

### **LEARNING, IMPROVEMENT & 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: 17**

### **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: 10, 12, 17**

### **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: 17**

### **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: 17, 18**

### **PARTNERSHIPS & 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: 12, 17**

### **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: 17**



# CQC QUALITY STATEMENTS

## *RESPONSIVE*

### **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: 9, 12, 17**

### **CARE PROVISION, INTEGRATION & 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: 9, 12, 17**

### **PROVIDING INFORMATION**

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

**Related Regulations: 9, 13, 17**



### **EQUITY IN ACCESS**

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

**Related Regulations: 12, 13, 15, 17**

### **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: 9, 10**

### **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: 16, 17**

### **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: 9**



# CQC QUALITY STATEMENTS

## SAFE

### 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: 12, 16, 17, 20**

### 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 in between different services

**Related Regulations: 12, 17,**

### 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: 10, 11, 12, 13**

### 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: 9, 11, 12,**





# CQC QUALITY STATEMENTS

## SAFE

### 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: 12, 15, 17**

### 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: 12, 18, 19**

### 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: 12, 15**

### 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: 9, 12**





# CQC QUALITY STATEMENTS

## EFFECTIVE

### 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: 9, 10, 12, 14, 17**

### 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: 9, 12**

### 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: 11**

### 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: 9, 12**

### 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: 12, 17**

### SUPPORTING PEOPLE TO LIVE HEALTHIER LIVES

We support people to manage their health and well-being 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: 9, 12**





# CQC QUALITY STATEMENTS

## CARING

### **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: 9, 10**

### **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: 9, 10, 14, 15**

### **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: 9, 10, 11, 12**

### **WORKFORCE WELL-BEING AND ENABLEMENT**

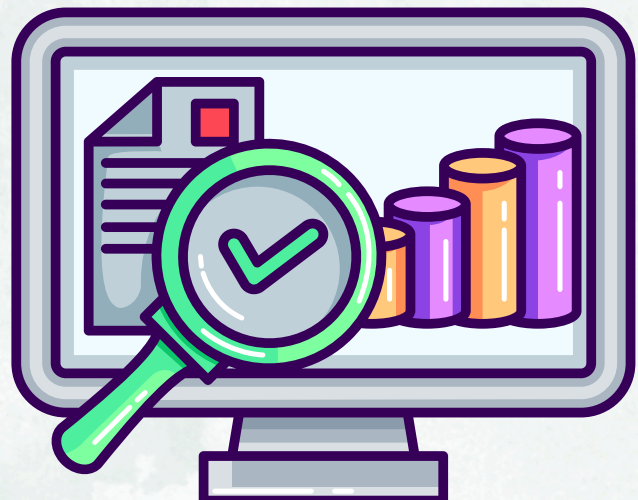
We care about and promote the well-being of our staff, and we support and enable them to always deliver person centred care.

**Related Regulations: 9, 12, 17, 18**

### **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 well-being.

**Related Regulations: 9, 12**







# Contact Us



02080642464/ 02080640909



<https://carequalitysupport.co.uk/>



admin@carequalitysupport.co.uk



No 55B Basepoint Business and  
Innovation Centre, Metcalf Way.  
Crawley. West Sussex, RH11 7XX