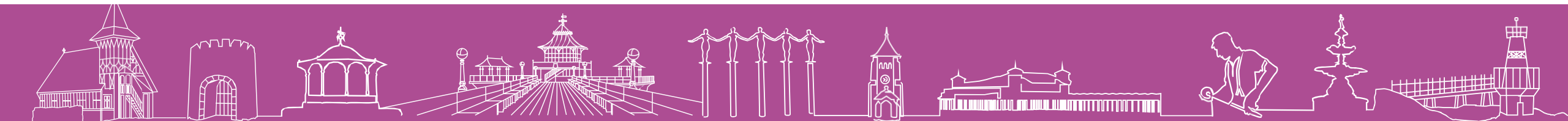


The Care Quality Commission (CQC) Quality Statements are part of a jargon-free set of personalised principles that focus on what matters to people.

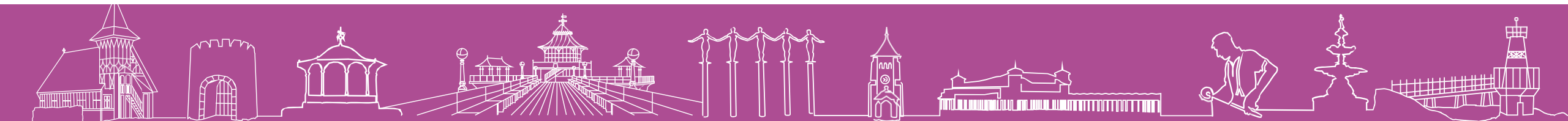
‘We’ statements are how things should be from the perspective of the council. They can help us understand what the CQC expect of us. They are the commitments that we, as assessors, leaders and commissioners should live up to in order to deliver truly person-centred care and support. They also help the CQC to provide a benchmark of what good care looks like by linking to the relevant best practice standards and guidance.



The CQC assessment framework also helps people understand what a good experience of care looks and feels like from the perspective of the disabled or older person, of their carers by using “I” statements developed by Think Local Act Personal which is a national partnership of 50 organisations working to transform support through personalisation and community-based support.

<https://www.thinklocalactpersonal.org.uk/>

CQC uses these “I” statements to support the gathering and assessing of evidence. Making people’s voices prominent in the CQC single assessment framework helps to focus outcomes for people – focus on what difference did our intervention make?



Quality statement – I / We Statement: Assessing needs. Lead Laura Cresser

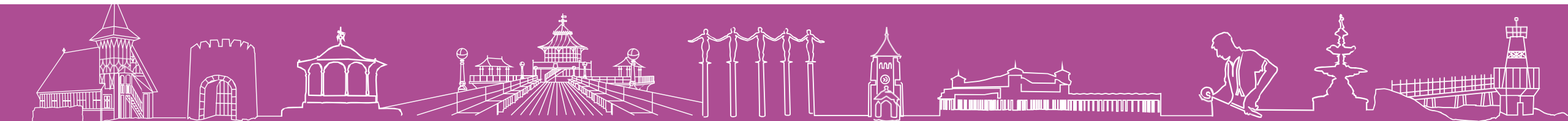
"We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

"I have care and support that is coordinated, and everyone works well together and with me"

"I have care and support that helps me live as I want to. I am a unique person with skills, strengths and goals"

Summary (What good looks like?)

- People with care and support needs, unpaid carers, those who fund or arrange their own care and communities have the best possible wellbeing outcomes because their care and support needs are assessed in a timely and consistent way.
- Assessments and care and support plans are co-produced, up-to-date and regularly reviewed
- Support is coordinated across different agencies and services and decisions and outcomes are transparent.
- People's care and support reflects their right to choice, builds on their strengths and assets,



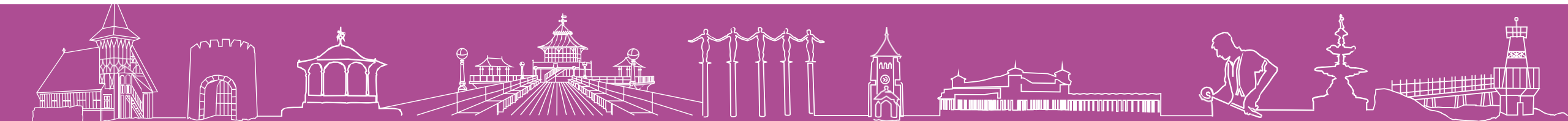
Quality statement – I / We Statement: Supporting people to live healthier lives. Lead Fiona Shergold

"We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce future needs for care and support"

"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"

Summary (What to look for)

- We work with people, partners and the local community to make available a range of services, facilities and other measures to promote independence and support people to prevent, delay or reduce their needs for care and support
- People in our area have access to the information and advice they need to make informed decisions about how their care and/or support needs are met



Quality statement – I / We Statement: Equity in experiences and outcomes. Leads Ric Orson & Jo Hopkin

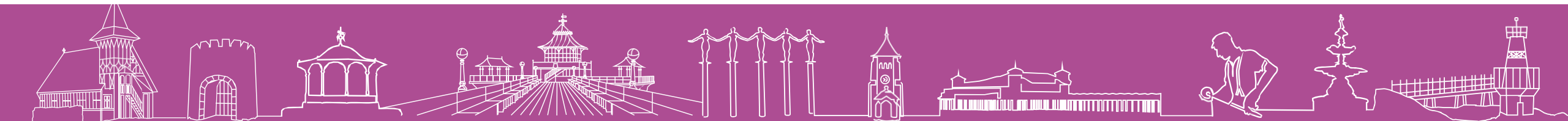
"We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this"

"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"

Summary (What to look for)

This quality statement covers

- How we address barriers to care, support and treatment
- Do we know and address inequalities in experience and outcomes
- Are we aware of who are more likely to receive poor care
- In delivering their Care Act functions, we take action to achieve equity of experience and outcomes for all individuals, groups and communities in our diverse communities.



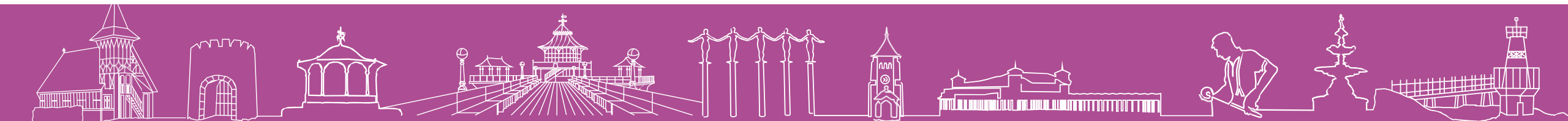
Quality statement – I / We statement: Care provision, integration and continuity. Lead Teresa Stanley

"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"

"I have care and support that is coordinated, and everyone works well together and with me"

Summary (What to look for)

- The care and support needs of people and communities are understood; there is a varied and resilient provider market with sufficient capacity to meet demand now and in future
- Local people, including those who fund or arrange their own care, have access to a diverse range of safe, effective, high quality support options to meet their care and support needs
- Services are sustainable, affordable and provide continuity for people



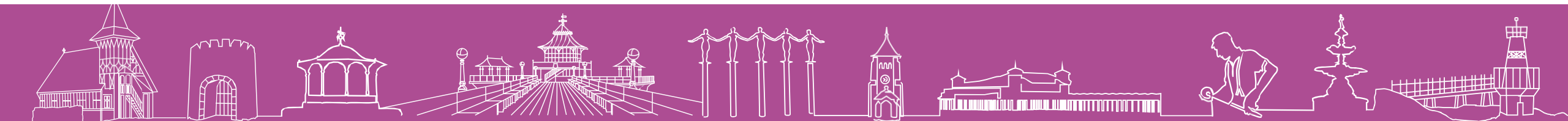
Quality statement – I / We statement: Partnerships and communities. Lead Sarah Shaw

"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

"Leaders work proactively to support staff and collaborate with partners to deliver safe, integrated, person-centred and sustainable care and to reduce inequalities"#

Summary (What to look for)

- We actively work towards integrating care and support services with those provided by partner agencies to achieve better outcomes for people who need care and support and unpaid carers and to reduce inequalities
- There is partnership working to help ensure that care and support meets the diverse needs of individuals and communities
- People experience a seamless care and support journey, and their support is co-ordinated across different agencies and services



Quality statement: Safe systems, pathways and transitions. Lead Martin Hawketts

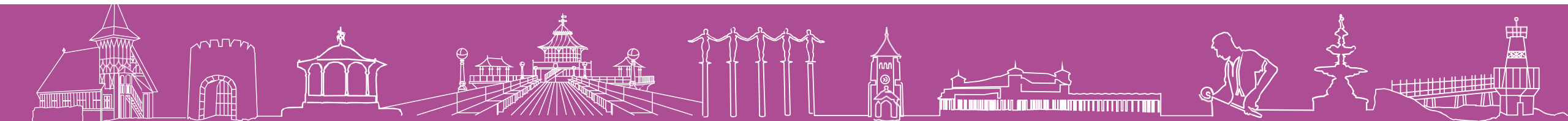
"We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.

"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"

"I feel safe and am supported to understand and manage any risks"

Summary (What to look for)

- Safety is a priority for everyone, and leaders embed a culture of openness and collaboration.
- Care and support is planned and organised with people, partners, and communities in ways that improve their safety across their care journeys and ensures continuity in care, particularly when people move between different services



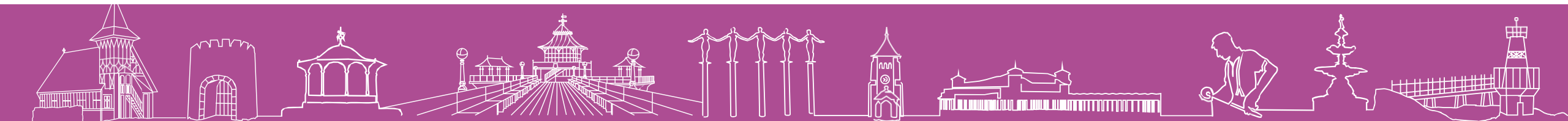
Quality statement: Safeguarding. Lead Sarah Shaw

"We work with people to understand what being safe means to them and work with our partners to develop 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.

"I feel safe and am supported to understand and manage any risks"

Summary (What to look for)

- Safeguarding enquiries are carried out sensitively and without delay, keeping the wishes and best interests of the person concerned at the centre. People can participate in the safeguarding process as much as they want to.
- The key safeguarding risks and issues in the area and a clear and there is resourced strategic plan to address them
- Lessons are learned when people have experienced serious abuse or neglect and action is taken to reduce future risks.

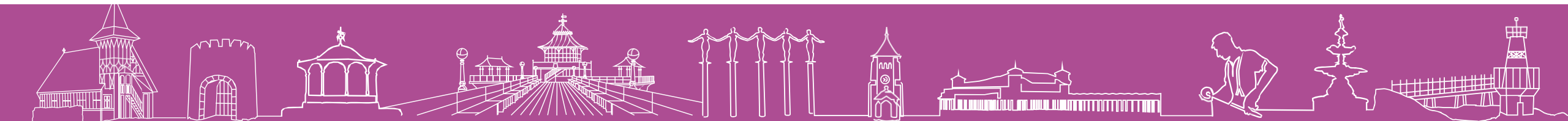


Quality statement: Governance, management and sustainability. Leads Ric Orson & Jo Hopkins

We have clear responsibilities, roles, systems of accountability and good governance 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.

Summary(What to look for)

- There are effective governance and performance management arrangements at all levels. These provide visibility and assurance on delivery of Care Act duties, risks to delivery, quality and sustainability, and people's care and support experiences and outcomes
- The local authority uses information about risks, performance and outcomes to inform strategy, allocate resources and to deliver the actions needed to improve care and support outcomes for people and local communities

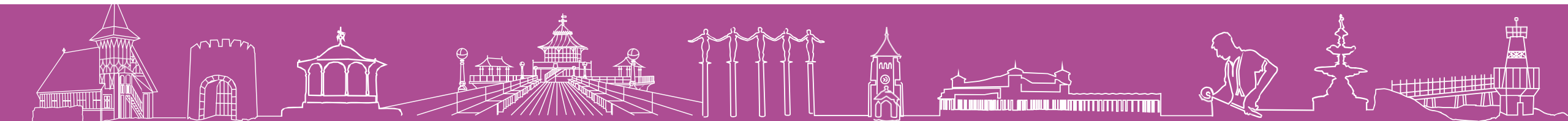


Quality statement: Learning, improvement and innovation. Leads Ric Orson and Jo Hopkins

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.

Summary (What to look for)

- Learning from people's feedback about their experiences of care and support, and feedback from staff and partners is embedded throughout the local authority's work and it informs strategy, improvement activity and decision making at all level
- Coproduction is embedded throughout the local authority's work
- There is an inclusive and positive culture of continuous learning and improvement and this is shared by all leaders and staff across the organisation and with their partners



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