

CARING

SAFE

WELL LED

RESPONSIVE

C1

How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?

C2

How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?

C3

How are people's privacy, dignity and independence respected and promoted?

S1

How do systems, processes and practices safeguard people from abuse?

S2

How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

S3

How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

S4

How does the provider ensure the proper and safe use of medicines?

S5

How well are people protected by the prevention and control of Infection?

S6

Are lessons learned and improvements made when things go wrong?

E1

Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?

E2

How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?

E3

How are people supported to eat and drink enough to maintain a balanced diet?

E4

How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?

E5

How are people supported to live healthier lives, have access to healthcare services and receive ongoing healthcare support?

E6

How are people's individual needs met by the adaptation, design and decoration of premises?

E7

Is consent to care and treatment always sought in line with legislation?

W1

Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?

W2

Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

W3

How are the people who use the service, the public and staff engaged and involved?

W4

How does the service continuously learn, improve, innovate and ensure sustainability?

W5

How does the service work in partnership with other agencies?

R1

How do people receive personalised care that is responsive to their needs?

R2

How are people's concerns and complaints listened to and responded to and used to improve the quality of care?

R3

How are people supported at the end of their life to have a comfortable, dignified and pain-free death?

