

Safe and effective staffing

Quality statement

We expect providers, commissioners and system leaders live up to this statement:

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.

What this quality statement means

- There are robust and safe recruitment practices to make sure that all staff, including agency staff and volunteers, are suitably experienced, competent and able to carry out their role.
- Recruitment, disciplinary and capability processes are fair and are reviewed to ensure there is no disadvantage based on any specific protected equality characteristic.
- There are appropriate staffing levels and skill mix to make sure people receive consistently safe, good quality care that meets their needs.
- Staff receive training appropriate and relevant to their role.

- Staff receive the support they need to deliver safe care. This includes supervision, appraisal and support to develop, improve services and where needed, professional revalidation.
- Staff at all levels have opportunities to learn, and poor performance is managed appropriately.

I statements

[I statements](#) reflect what people have said matters to them.

- 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.

Subtopics this quality statement covers

- Safe recruitment (including DBS)
- Staffing levels and skills mix
- Skills and qualifications/revalidation
- Learning, development and competency
- Support, supervision
- Performance management

- [Volunteers and unpaid carers](#)

Related regulations

Regulated Activities Regulations 2014

- [Regulation 12: Safe care and treatment](#)
- [Regulation 18: Staffing](#)
- [Regulation 19: Fit and proper persons employed](#)

Additional legislation

[Public Interest Disclosure Act 1998](#)

[The Protection of Freedoms Act 2012 \(Disclosure and Barring Service Transfer of Functions\) Order 2012](#)

[Safeguarding Vulnerable Groups Act 2006](#)

[Employment Rights Act 1996](#)

[Medical Act 1983](#)

[Nursing & Midwifery Council Legal Framework](#)

[Nursing and Midwifery Order 2001](#)

[The Pharmacy Order 2010](#)

Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

Safe recruitment (including DBS)

[DBS checks: detailed guidance \(Disclosure and Barring Service\)](#)

[DBS ID checking guidelines \(Disclosure and Barring Service\)](#)

[DBS eligibility guidance \(Disclosure and Barring Service\)](#)

[Right to work checks: an employer's guide \(UK Visas and Immigration and Immigration Enforcement\)](#)

Support and supervision

[Stress and mental health at work \(HSE\)](#)

Skills and qualifications/revalidation

[Standards of conduct, performance and ethics \(The Health and Care Professions Council\)](#)

[Standards of continuing professional development \(The Health and Care Professions Council\)](#)

[The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates \(Nursing & Midwifery Council\)](#)

[Standards for competence for registered nurses: Pre-2018 standards \(Nursing & Midwifery Council\)](#)

[Professional development \(Royal College of Nursing\)](#)

Learning, development and competency

[The Oliver McGowan Mandatory Training on Learning Disability and Autism \(NHS England and Skills for Care\)](#)

Staffing levels and skills mix

[Safe staffing guidelines \(Nursing & Midwifery Council\)](#)

[Staffing Levels \(Royal College of Nursing\)](#)

Performance management

[The Seven Principals of Public Life \(Committee on standards for public life\)](#)

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