

Monitoring and improving outcomes

Quality statement

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

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.

What this quality statement means

- People who use the service consistently experience positive outcomes. These meet agreed expectations as set out in legislation, standards and evidence-based clinical guidance.
- There are effective approaches to monitor people's care and treatment and their outcomes.
- This means that continuous improvements are made to people's care and treatment.

I statements

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

- I have care and support that is co-ordinated, and everyone works well together and with me.
- 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.

Subtopics this quality statement covers

- Clinical outcomes
- Benchmarking
- Service accreditation schemes
- Quality of life outcomes

Related regulations

Regulated Activities Regulations 2014

- [Regulation 12: Safe care and treatment](#)
- [Regulation 17: Good governance](#)

Also consider

- [Regulation 9: Person-centred care](#)

Best practice guidance

There is currently no best practice guidance available for this quality statement. But we will continue to review this and update the page accordingly.

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