Effective

These are examples of the types of evidence we will look at. They are not full lists and we do not expect you to have everything we include here.

For all quality statements under effective

Evidence categories

People's experience

- feedback from people collected by CQC, the provider, local community groups and other stakeholders

- give feedback on care

Feedback from staff and leaders

- feedback from staff collected by CQC and the provider

- feedback from leaders

- whistleblowing

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.

Evidence categories

People's experience and feedback from staff and leaders, also this specific category.

Processes

- assessments and records of meeting needs under the Equality Act 2010

- assessments and or best interest decisions under the MCA

- clinical tools to assess pain and monitor risk

- people's care records or clinical records

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 and in line with legislation and current evidence-based good practice and standards.

Evidence categories

People's experience and feedback from staff and leaders, also this specific category.

Processes

- people's care records and clinical records

- quality improvement activity

How staff, teams and services work together

We work effectively across teams and services to support people, making sure they only need to tell their story once by sharing their assessment of needs when they move between different services.

Evidence categories

People's experience and feedback from staff and leaders, also these specific categories.

Feedback from partners

- commissioners and other system partners

- health and care professionals working with the service

Processes

- information sharing and transfer of records across or between services

- multidisciplinary team meeting records

- people's care records or clinical records

Supporting people to live healthier lives

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 their future needs for care and support.

Evidence categories

People's experience and feedback from staff and leaders, also these specific categories.

Feedback from partners

- commissioners and other system partners (shared lives services)

- health and care professionals working with the service (shared lives services)

Processes

- people's care records or clinical records

Monitoring and improving outcomes

We routinely monitor people's care and treatment to continuously improve it and to ensure that outcomes are positive and consistent, and that they meet both clinical expectations and the expectations of people themselves.

Evidence categories

People's experience and feedback from staff and leaders, also this specific category.

Processes

- people's care records or clinical records

- provider led audits and action plans

Consent to care and treatment

We tell people about their rights around consent and respect these when we deliver person-centred care and treatment.

Evidence categories

People's experience and feedback from staff and leaders, also this specific category.

Processes

- best interest meetings, evidence of power of attorney

- capacity assessments and DNACPR decision records

- consent policy

- people's care records and clinical records