Care Quality Commission

Caring

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 caring

Evidence category

Feedback from staff and leaders

- feedback from staff collected by CQC and the provider

- feedback from leaders

- whistleblowing

Kindness, compassion and dignity

We always treat people with kindness, empathy and compassion and we respect their privacy and dignity. We treat colleagues from other organisations with kindness and respect.

Evidence categories

Feedback from staff and leaders, also these specific categories.

People's experience

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

- give feedback on care

Feedback from partners

- commissioners and other system partners

- health and care professionals working in or with the service

Treating people as individuals

We treat people as individuals and make sure their care, support and treatment meets their needs and preferences, taking account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.

Evidence categories

Feedback from staff and leaders, also these specific categories.

People's experience

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

- give feedback on care

Feedback from partners

- commissioners and other system partners (shared lives services)

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

Processes

- people's care records or clinical records

Independence, choice and control

We promote people's independence, so they know their rights and have choice and control over their own care, treatment. and wellbeing.

Evidence categories

Feedback from staff and leaders, also this specific category.

People's experience

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

- give feedback on care

Processes

- people's care records or clinical records

Responding to people's immediate needs

We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act to minimise any discomfort, concern or distress.

Evidence categories

Feedback from staff and leaders, also this specific category.

People's experience

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

- give feedback on care

Workforce wellbeing and enablement

We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person centred care.

Evidence categories

Feedback from staff and leaders, also this specific category.

Processes

- mechanisms to monitor, improve and promote staff safety and wellbeing

- staff management policies

- staff sickness, vacancy and turnover rates