

Appendix 1 – The Quality Assurance of Care Services

6+1 C's

Care - Care is our core business and that of our organisations and the care we deliver helps the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their life.

Compassion - Compassion is how care is given through relationships based on empathy, respect and dignity. It can also be described as intelligent kindness and is central to how people perceive their care.

Competence - Competence means all those in caring roles must have the ability to understand an individual's health and social needs. It is also about having the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

Communication - Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do. It is essential for "no decision about me without me". Communication is the key to a good workplace with benefits for those in our care and staff alike.

Courage - Courage enables us to do the right thing for the people we care for, to speak up when we have concerns. It means we have the personal strength and vision to innovate and to embrace new ways of working.

Commitment - A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients. We need to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead

Culture - Culture is symbolic of communication, behaviours and values that are accepted generally without thinking about them. Some of these symbols include skills, knowledge attitudes, values and motives and are passed along by communication and imitation from one individual or group to another. The meaning of these symbols are learned and perpetuated through the group. They are demonstrated by the behaviours and actions.

CQC 5 Key Lines of Enquiry (KLOEs)

- **Safe** (are people protected from abuse and avoidable harm).
- **Effective** (people's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence).
- **Caring** (staff involve and treat people with compassion, kindness, dignity and respect).
- **Responsive** to individual needs (services are organised so that they meet people's needs).
- **Well-led** (leadership, management and governance of the organisation assures the delivery of high-quality, person-centered care, supports learning and innovations, and promotes an open and fair culture).