

Draft Care Quality Commission (CQC) Assurance Framework Themes and Quality Statements

Theme 1 – Working with people

Assessing needs

- Quality Statement 1 - 'We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them'.

Supporting people to live healthier lives

- Quality Statement 2 - 'We support people to manage their health and wellbeing so they can maximise their independence, choice and control. We support them to live healthier lives and where possible, reduce future needs for care and support'.

Equity in experiences and outcome

- Quality Statement 3 - 'We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this'.

Theme 2 – Providing support

Care provision, integration and continuity

- Quality Statement 4 - 'We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity'.

Partnership and communities

- Quality Statement 5 - 'We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement'.

Theme 3 – Ensuring safety

Safe systems, pathways and transitions

- Quality Statement 6 - 'We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services'.

Safeguarding

- Quality Statement 7 - 'We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately'.

Theme 4 – Leadership

Governance, management and sustainability

- Quality Statement 8 – ‘We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate’.

Learning, improvement and innovation

- Quality Statement 9 – ‘We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research’.