Good and outstanding care

Transitional monitoring approach

skillsforcare

Caring

This resource includes good practice recommendations related to the Care Quality Commission's (CQC) Transitional Monitoring Approach focus being used by inspectors from October 2020.

Whilst the recommendations predate the COVID-19 pandemic, they provide insight from existing CQC inspection reports as what constitutes good and outstanding practice.

As part of their Transitional Monitoring Approach, CQC inspectors will look at some key areas of Caring from their fuller inspection process. This includes kindness and compassion, dignity and respect, emotional wellbeing, and people's views.

The document covers the following Key Lines of Enquiry:

C1. How do you ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?

C2. How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?

Service type key:
A = Applicable to all services
C = Community based care, including homecare
R = Residential and nursing homes

For organisations who may be subject to a full CQC inspection, please refer to our main Good and outstanding care guide.

C1. Kindness, compassion and emotional support

Recruiting people with the right values and giving them appropriate support and guidance to provide effective care is key, alongside the ability to effectively communicate with individuals.

	Recommendations from good and outstanding providers	Service type
✓	Apply the 'mum test' to your own service (e.g. consider whether they would be happy to place their own mother or close family member in the care of this service).	A
✓	Ensure all staff treat people with kindness, sensitivity and compassion, recognising their differences and individuality.	A
✓	Ensure there is a person-centred culture where all staff are attentive and listen and respond to people, applying empathy and support (e.g. laughing and joking with them where appropriate and giving reassurance and comfort where needed).	A
✓	Be proactive in making sure people don't experience loneliness.	A
✓	In order to support people to manage their own worries and anxieties, ensure staff dedicate extra time to provide such support.	A
✓	Build effective relationships between staff and people who need care and support, their families, friends and advocates. Ensure they know who is supporting them/their loved ones.	A
✓	Know that simply being a caring person isn't enough. The service has a responsibility to ensure suitably skilled care staff are provided.	A
✓	Empower staff to promote respectful and compassionate behaviour from their colleagues, challenging and escalating where this isn't the case.	A
✓	Ensure staff are able to recognise distress and promptly respond to such discomfort by providing the appropriate support.	A

✓	Create an empowering culture where people who need care and support are confident and comfortable around those who care for them.	A
✓	Create an environment where people who need care and support feel that they belong to and are proud about the service.	R

What to avoid		Service type
✗	Avoid staffing levels that mean staff don't have time to do anything more than care duties.	A
✗	Failure to respond to requests for help and assistance or visits to people's homes are missed or heavily delayed due to staffing issues.	A
✗	Inconsistencies about the caring and compassionate nature of staff (e.g. the care workers care but the office staff seemingly do not).	A
✗	Failure to performance manage care staff that don't care.	A
✗	A service doesn't attempt to provide stimulation or activities to people who use the service.	A
✗	A service employs a mixture of staff, some who care and some who seemingly do not.	A
✗	Staff don't speak to people who need care and support in a respectful or caring way.	A

Available to help

Code of Conduct (Skills for Care)	Dignity in care (Skills for Care)	Values based recruitment (Skills for Care)

C2. Involving people, providing information and accessing support

Good and outstanding care and support happens when managers and care workers involve people and/or their family, friends and advocates. How people are supported to understand what's available to them and who can help them further is important but requires time.

Recommendations from good and outstanding providers		Service type
✓	Create a culture where staff are actively seeking to support people with their care needs.	A
✓	Prioritise the understanding of what people who need care and support prefer and regard as important, including in relation to personal and family/advocate support.	A
✓	Involve families, friends and advocates who are important to those people needing care and support in helping to make decisions about their care.	A
✓	Encourage people who need care and support to consider their care and treatment options based on the latest information and advice.	A
✓	Empower and support staff to deliver the care that's needed, including in response to new care needs.	A
✓	Be proactive in sharing information about wider support and advocacy available to people who need care and support, their family and friends.	A

What to avoid		Service type
✕	Failure to identify when people need or want help.	A
✕	People, their families or advocates are excluded from decisions about their care, and don't feel listened to.	A
✕	Inconsistent approach to sharing information to help people make informed decisions.	A
✕	The service doesn't help people to access advocates and other supporting organisations that could benefit them.	A
✕	The service doesn't effectively document they have informed family, friends and advocates about changes to the care and associated incidents.	A

Available to help

Working with families (Skills for care)