**Preparing to evidence the CQC Quality Statements: Safe**

**Local network for manager activity**

This is a sample activity from our Local networks for manager peer support. In this activity, frontline managers are encouraged to share ideas and examples of their own services about what they plan to evidence.

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| **Quality statements are the commitments that providers, commissioners and system leaders should live up to. Expressed as ‘we statements’, they show what is needed to deliver high-quality, person-centred care.**  The quality statements show how services and providers need to work together to plan and deliver high quality care. They directly relate to the regulations listed. Regulations we would also consider in our judgements are shown in brackets.  When they refer to 'people' we mean people who use services, their families, friends and unpaid carers. This includes:   * people with protected equality characteristics * those most likely to have a poorer experience of care or experience inequalities. |

**Key question: safe**

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| Quality Statement | How could you evidence this? |
| Learning culture We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly, and lessons are learned to continually identify and embed good practices. |  |
| Safe systems, pathways and transitions 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  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. |  |
| Involving people to manage risks We work with people to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them. |  |
| Safe environments We detect and control potential risks in the care environment. We make sure that the equipment, facilities and technology support the delivery of safe care. |  |
| Safe and effective staffing We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people’s individual needs. |  |
| Infection prevention and control We assess and manage the risk of infection. We detect and control the risk of it spreading and share any concerns with appropriate agencies promptly. |  |
| Medicines optimisation We make sure that medicines and treatments are safe and meet people’s needs, capacities and preferences by enabling them to be involved in planning, including when changes happen. |  |

**Further information about CQC inspection:** [**www.skillsforcare.org.uk/inspect**](http://www.skillsforcare.org.uk/inspect)

**Further information about our Local networks:** [**www.skillsforcare.org.uk/networks**](http://www.skillsforcare.org.uk/networks)