

Striving for Outstanding checklist

This checklist is for those who want to demonstrate they're delivering outstanding care. For all the examples listed below, ensure you have robust evidence to show and tell to the CQC inspector.

- ✓ We have comprehensive and innovative safeguarding approaches, involving people and external expertise.
- ✓ We have comprehensive safety management systems. People are kept exceptionally safe, supported by highly competent staff.
- ✓ Our people and staff are encouraged and empowered to raise safeguarding concerns.
- ✓ We involve people to the maximum extent in helping them to manage risks, including taking positive risks.
- ✓ The people we support are actively involved in the recruitment of staff.
- ✓ We work creatively to ensure people are supported to manage medicines.
- ✓ We're creative in how we support people who lack capacity to make decisions about medicines.
- ✓ When things go wrong, we thoroughly investigate and seek sustainable improvements.
- ✓ We work with leading organisations to ensure care is at the forefront of the latest research and best practice.
- ✓ Our staff are exceptionally well trained and supported. All training is tailored to individual needs and further development opportunities are provided.

- ✓ The people we support actively contribute to how we train and develop our staff.
- ✓ We use creative ways to promote high-quality food and drink options, ensuring people receive a balanced diet and maximum choice.
- ✓ We receive praise from all external healthcare professionals and other experts we engage with.
- ✓ We ensure that when people move between services, this is expertly managed.
- ✓ Our service works collaboratively with other organisations to consistently deliver joined-up care.
- ✓ Where people have complex or continued health needs, our staff always seek to improve their care, treatment and support.
- ✓ We use innovative ways to help people to discuss and decide about their living environment.
- ✓ We seek new technology to make sure that people live with as few restrictions as possible.
- ✓ Our staff are highly skilled in seeking consent and we constantly look to how we improve this further.
- ✓ Best-interest decisions are always made in accordance with legislation and people's wishes.
- ✓ Where restrictions are needed, we keep them under constant review and only use when absolutely necessary.
- ✓ Our staff are highly motivated and exceptionally compassionate.

- ✓ We use creative ways to get to know the people we support. Our staff are given time to build relationships.
- ✓ We have innovative ways to involve people and voice their opinions to improve the quality of care.
- ✓ We dedicate time to helping people access sources of information and assistance, including the use of advocates.
- ✓ Our staff are exceptionally skilled at communicating effectively with the people we support. Information is provided in multiple formats to meet people's needs.
- ✓ We seek best practice and challenge discrimination at all times, including people's protected characteristics
- ✓ People's privacy and dignity is expertly managed and embedded into everything we do.
- ✓ Person-centred care is exceptional. Our staff use innovative ways to involve people and their families and friends in their care plans.
- ✓ We embrace cultural differences, promote independence and autonomy.
- ✓ Our staff have an excellent understanding of people's social and cultural diversity. We support people to live a full and meaningful life.
- ✓ People play a key role in helping us comprehensively investigate and respond to complaints.
- ✓ We're particularly skilled at supporting people at the end of their life, including advance care planning.
- ✓ We work closely with external healthcare professionals to ensure our end of life care is exceptional.

- ✓ We have an open and transparent culture. People are at the heart of our service and play a key role in developing our vision, values and strategy.
- ✓ Our staff are highly satisfied and are proud of the care we provide.
- ✓ Our managers and leaders are highly capable and fully supported to deliver a well-led service.
- ✓ Governance at our service is well-embedded and highly accountable. We have exceptional systems and processes in place.
- ✓ We welcome constructive challenge from people to further strengthen our service and deliver the best care possible.
- ✓ We look to external accreditation schemes to recognise our high-quality care and support.
- ✓ We have a key role in our local community, including actively creating new links.
- ✓ People are central to our robust and regular quality assurance, helping drive continual improvement.
- ✓ We have an excellent track record of being an inspiration to other care services.
- ✓ We strive for excellence via consultation, research and reflective practice.

For further information to support you in delivering Good and Outstanding care (GO), visit <http://www.skillsforcare.org.uk/GO>