## **How staff, teams and services work together**

### Effective care is often reliant on how different services and experts work together. This is equally true of your own care service so ensuring that teams work effectively together both internally and externally will need to be demonstrated to the CQC.

### Ensuring there is effective coordination between services is an essential part of care and support. Whether responding to hospital admissions and discharges, or simply working with another local care service which the people you support use, this is something you need to be able to manage well.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| We can evidence how we safely and effectively share information to remove duplication of effort around care needs and assessment. |  |  |  |  |  |
| We ensure our own internal systems enable staff across different parts of our service to have access to the latest information safely and securely. |  |  |  |  |  |
| We ensure staff are clear about their roles and responsibilities in relation to information sharing, including during handovers and other interactions with internal and external colleagues. |  |  |  |  |  |
| We ensure our staff establish direct and meaningful relationships where relevant with healthcare professionals and other services. |  |  |  |  |  |
| We embed clear and effective systems in our service that enable us to track engagement with healthcare organisations and ensure a timely response. |  |  |  |  |  |
| We document our engagement with healthcare services and professionals and how this is contributing to the quality of care that’s provided by our service. |  |  |  |  |  |
| Our care plans include details of recent and upcoming health-related appointments (e.g., hospital, GP, dentist, optician) and update them with key information following visits. |  |  |  |  |  |
| We know the impact that healthcare appointments, treatment and periods in hospital can have on the wellbeing of people. We adapt our support to respond to additional care, comfort and communication that may be needed. |  |  |  |  |  |
| Whether internal or with partner organisations, our handover meetings ensure staff have accurate and up-to-date information about people’s needs. Where handover meetings aren’t possible, we ensure documentation is available to inform the next care worker. |  |  |  |  |  |
| We prepare and maintain health passports and work closely with other organisations on people’s transition plans. |  |  |  |  |  |
| When people with social care needs are admitted to hospital, we ensure their existing care plans are shared with the admitting team. This is in accordance with NICE Quality Standards. |  |  |  |  |  |
| Our systems and processes enable us to share information securely about people’s care, treatment, and support. |  |  |  |  |  |
| We use technology to help strengthen record keeping, providing opportunities to instantly update and reduce risks from bad handwriting etc. |  |  |  |  |  |
| We ensure individual needs are carefully considered in the planning of transition, referral, and discharge. These processes involve all relevant staff, teams, and services to ensure people’s needs are met. |  |  |  |  |  |

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| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=effective-1&topic=how-staff-teams-and-services-work-together-1).  **Recommendations checklists** Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support** Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |