## **Kindness, compassion and dignity**

### It’s important that everybody working for your service provides high levels of kindness and compassion to the people they support, as well as others they engage with within your service and beyond.

### The CQC will want to be assured that your service always treats people with kindness, compassion, dignity, and respect. This should be a part of your everyday care and a key consideration when matching people with suitable staff to support them. People’s privacy and confidentiality is important to them and the CQC will want to know how you protect this, as well as meeting their emotional needs.

### 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 that people feel cared for and that they are treated with respect and dignity. This is reflected in both day-to-day support and their care plans. |  |  |  |  |  |
| We get to know what is important to each person we support to meet their emotional wellbeing needs and what they value about dignity and respect. |  |  |  |  |  |
| We create an environment where people who need care and support feel that they belong to and are proud about the service. |  |  |  |  |  |
| We ensure our residential environments and/or offices are well maintained with high standards of décor to provide people a dignified place to live, visit, and work. |  |  |  |  |  |
| We create an empowering culture where people who need care and support are confident and comfortable around those who care for them. |  |  |  |  |  |
| We support people to minimise the risk of loneliness and help them to make connections and engage with others, respectful of their own preferences. |  |  |  |  |  |
| All our staff treat people with kindness, sensitivity, and compassion, recognising their differences and individuality. |  |  |  |  |  |
| We ensure people know or are given time to get to know the staff who are supporting them. This is to help them build loving relationships. |  |  |  |  |  |
| We know that simply being a caring person isn’t enough to meet people’s needs. We ensure our staff are effectively trained and supported to provide high standards of care. |  |  |  |  |  |
| We promote a person-centred culture where all staff are attentive, listen and respond to people (e.g., laughing and joking with them where appropriate and giving reassurance and comfort where needed). |  |  |  |  |  |
| Where appropriate to the person we support, we build effective relationships with families, friends, and advocates. |  |  |  |  |  |
| Our kindness, compassion, and dignity extend to our effective working with other services. |  |  |  |  |  |
| We raise awareness to ensure staff do not discuss people’s care and support in public areas and ensure telephone calls or meetings are conducted in private. |  |  |  |  |  |
| Our systems are robust to hold confidential information, ensuring compliance with the UK General Data Protection Regulations (UK GDPR). |  |  |  |  |  |
| If relevant to our service, we make sure that young adults have choice and flexibility about their privacy and the amount of parental involvement in managing their care. |  |  |  |  |  |

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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=caring-1&topic=kindness-compassion-and-dignity).  **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). |