## **Independence, choice and control**

### People have a right to their independence and choice and control over the care that they receive. The CQC wants to see evidence regarding how you support them on these matters and that you don’t restrict peoples’ personal preferences.

### Your service will need to be able to demonstrate how you support people’s independence. You will need to evidence how you support people to make decisions about their living arrangements, their home environment, their care and treatment, and maintaining social connections. The focus will be less about providing one-off activities, and more about the regular ways in which you enable people to retain their independence and meets their social 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 how we involve people in deciding their own independence, choice, and control. | [ ]  | [ ]  | [ ]  |       |       |
| We can evidence how our care and support enables people to remain independent and connected with people and activities important to them. | [ ]  | [ ]  | [ ]  |       |       |
| We encourage and support people to achieve their personal goals in relation to their own care, treatment, and wellbeing. | [ ]  | [ ]  | [ ]  |       |       |
| We involve people in discussions and decisions related to their home and living arrangements. | [ ]  | [ ]  | [ ]  |       |       |
| Where there are different views about a person’s care, we ensure our staff try to help understand different perspectives but respect the person’s decision. | [ ]  | [ ]  | [ ]  |       |       |
| We empower the people we support to maintain existing and identify/undertake a range of hobbies, activities, and interests to benefit their wellbeing. | [ ]  | [ ]  | [ ]  |       |       |
| We encourage the people we support to maintain their links with family, friends, and external organisations (such as clubs and societies) and other networks. | [ ]  | [ ]  | [ ]  |       |       |
| We support people to access specialist/adaptive equipment to keep them connected and able to access the community, including wellbeing and healthcare support. | [ ]  | [ ]  | [ ]  |       |       |
| We find the right balance between allowing people the freedom to socialise whilst still maintaining their safety. | [ ]  | [ ]  | [ ]  |       |       |
| Where appropriate to our service, our staff team understand our people’s preferences and backgrounds to tailor meaningful and fulfilling activities. | [ ]  | [ ]  | [ ]  |       |       |
| We ensure all our staff team understand the importance of stimulating the people we support, and that the activities we provide are an important part of motivating and engaging people. | [ ]  | [ ]  | [ ]  |       |       |
| We promote a range of activities, including those helping to achieve better health and wellbeing outcomes. | [ ]  | [ ]  | [ ]  |       |       |
| Where appropriate to our service, we document people’s engagement in activities and review these to consider new ways and means to increase involvement. | [ ]  | [ ]  | [ ]  |       |       |
| Where appropriate to our service, we capture feedback at the end of each activity and review it to inform longer-term improvement. | [ ]  | [ ]  | [ ]  |       |       |
| Where appropriate to our service, we draw on the talent across both staff and the people we support to offer a range of different activities. | [ ]  | [ ]  | [ ]  |       |       |
| Where appropriate to our service, we ensure all staff involved in activity provision are suitably experienced and trained where needed. | [ ]  | [ ]  | [ ]  |       |       |
| Where relevant to our service, we draw on the experience and expertise of activity specialists and national bodies (e.g., National Activity Providers Association). | [ ]  | [ ]  | [ ]  |       |       |
| Where relevant to our service, the people we support with dementia can choose from a range of activities to promote wellbeing that are tailored to their preferences. This is in accordance with NICE Quality Standards. | [ ]  | [ ]  | [ ]  |       |       |
| Where relevant to our service, the people we support with a learning disability and behaviour that challenges take part in personalised daily activities. This is in accordance with NICE Quality Standards. | [ ]  | [ ]  | [ ]  |       |       |
| Where appropriate to our service, we ensure that visiting rights align closely with good or best practice. We can evidence how we support family, friends, and advocates to visit our service. | [ ]  | [ ]  | [ ]  |       |       |

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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=independence-choice-and-control).**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). |