## **Treating people as individuals**

### The CQC will expect everybody you care for to be treated as an individual, with support shaped around their own preferences. Understanding what is important to an individual is essential, including meeting their personal, cultural, social, and religious needs.

### The inspection may focus on people’s protected characteristics, including support provided related to age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex, and sexual orientation. Inspectors may also explore what have you done to protect people’s human rights.

### 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 the care and support we provide meets each person’s individual needs. | [ ]  | [ ]  | [ ]  |       |       |
| We ensure that people are central to care decisions that are appropriate to their personal, cultural, social, and religious needs. | [ ]  | [ ]  | [ ]  |       |       |
| We are committed to ensuring equality, inclusion, and human rights principles are central to the care we provide. | [ ]  | [ ]  | [ ]  |       |       |
| Our managers and staff team understand people’s protected characteristics and how to provide care that meets these needs. | [ ]  | [ ]  | [ ]  |       |       |
| We ensure our staff team receive training in equality and diversity and this is regularly refreshed so they know about the latest good practice.  | [ ]  | [ ]  | [ ]  |       |       |
| We use effective and clearly communicated policies and procedures to ensure people aren’t discriminated against on the grounds of a wide range of diverse needs. | [ ]  | [ ]  | [ ]  |       |       |
| We prioritise understanding the preferences of the people we support and their needs in terms of assistance from our staff, their family, friends and/or advocates. | [ ]  | [ ]  | [ ]  |       |       |
| Where appropriate, we involve families, friends, and advocates in supporting people to make decisions about their care. | [ ]  | [ ]  | [ ]  |       |       |
| We ensure our managers and leaders create an open, relaxed environment where people, relatives and advocates can talk comfortably together. | [ ]  | [ ]  | [ ]  |       |       |
| We’re proactive in sharing information about the wider help, specialist assistance and advocacy available to the people we support, their family and friend's support. | [ ]  | [ ]  | [ ]  |       |       |
| We recognise and celebrate different religions and cultures, including key dates and events. | [ ]  | [ ]  | [ ]  |       |       |
| We actively engage with the wider community to help raise awareness of the dignity, equality and diversity needs (e.g., raising awareness of disability issues at an open day event, speaking out about hate crime in the local press). | [ ]  | [ ]  | [ ]  |       |       |

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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=treating-people-as-individuals).**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). |