## **Care provision, integration and continuity**

### Being responsive means being aware of and effectively connected into the wider health and social care sector, including understanding how this works at a system level.

### With health and care provision continuing to evolve, the CQC will want to know how your service is engaging with others and these relationships support you to better support people’s choices. You will need to explain how you connect with the wider community and manage relationships with changing healthcare systems to best serve the people you support.

### 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 understand the diverse needs of the individuals we support and how to utilise wider local care provision to support them. This includes those with protected characteristics under the Equality Act and those at most risk of a poorer experience of care. |  |  |  |  |  |
| Our managers and leaders understand local healthcare systems and how to effectively navigate them. |  |  |  |  |  |
| We understand our position within the local health and care system. This includes Integrated Care Systems (ICSs), Integrated Care Boards (ICBs) and the part the service plays within them. |  |  |  |  |  |
| We can evidence our engagement with other health and social care organisations within our community. |  |  |  |  |  |
| We can demonstrate how we work together across health, social care, housing, community services and more to provide coordinated and quality care. |  |  |  |  |  |
| Our positive and proactive relationships with across services and the health and social care system enable us to provide joined-up care. |  |  |  |  |  |
| Our collaborations with others in the health and care system make a positive difference to people’s lives. |  |  |  |  |  |
| We actively help to create support networks around individuals drawing on strengths across the community. |  |  |  |  |  |
| We invest in the upskilling of understanding of health and social care systems across our service to enable a better response to people’s needs. |  |  |  |  |  |
| We ensure our managers and staff teams are connected to networks and communications channels to keep informed of the evolving health and social care system. |  |  |  |  |  |
| We are committed to supporting the wider health and social care system to continually improve and transform. |  |  |  |  |  |
| We will support the Care Quality Commission in providing feedback on our experiences of the wider health and social care system. |  |  |  |  |  |

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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=responsive-1&topic=care-provision-integration-and-continuity).  **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). |