## **Equity in access**

### Being responsive means that your service is able to ensure the people you support can access the care, support, and treatment they need when they need it.

### The CQC will want to know how you support people to access other services at the right time and when needed. Be prepared to explain in interviews and back up with documented evidence how this has happened. Inspectors may also want to know how your service supports different people around reasonable adjustments, ensuring premises are accessible and responding to emergency unplanned care 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 ensure equal access to care is available to the different individuals we support. This removes barriers, delays, and protects people’s rights. |  |  |  |  |  |
| We support people to ensure that all services that they access make reasonable adjustments, including our own. Where adjustments have been made, we can evidence how these have benefitted the individual(s). |  |  |  |  |  |
| We ensure the people we support and fully inform about progress related to their ongoing care and support, including appointment schedules and associated actions. |  |  |  |  |  |
| We are suitably resourced and equipped to challenge ineffective parts of the wider health and social care system to enable people to receive more responsive care. |  |  |  |  |  |
| Our manager and staff have a good understanding of obstacles to care and how to navigate these. This includes how discrimination and inequality can disadvantage different groups. |  |  |  |  |  |
| We work closely with our partners and the wider system to minimise the impact of cancellations delaying people receiving timely care. |  |  |  |  |  |
| We are able to identify and escalate any unnecessary blockages in the system to minimise delays. |  |  |  |  |  |
| We collate and review feedback from people’s experiences to inform how we might address future barriers for them and others. |  |  |  |  |  |
| We ensure care and treatment is always accessible, timely and in line with best practice. Where physical, digital or communication barriers exist, we support people to overcome these. |  |  |  |  |  |
| Where appropriate to our service, we can provide evidence of how we have made adjustments to ensure our premises are fully accessible to people’s individual needs. |  |  |  |  |  |

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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=equity-in-access).  **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). |