## **Equity in experiences and outcomes**

### The CQC want to know how you protect people from experiencing inequalities related to their care and treatment.

### The CQC will not only look at your own service but how you protect the people you support when they engage with other services in the community. This will require managers and staff to know about the barriers to care and treatment, and how to mitigate these in the day-to-day delivery of care.

### 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 empower people to share their views on barriers to care and treatment, and we can evidence what action we have taken to address these.  | [ ]  | [ ]  | [ ]  |       |       |
| We tailor our support to remove any risk of people receiving poorer care and support due to inequalities. | [ ]  | [ ]  | [ ]  |       |       |
| We effectively mitigate against inequalities in both the day-to-day delivery of care, as well as our longer-term commitment to addressing the root causes. | [ ]  | [ ]  | [ ]  |       |       |
| Our managers and staff are effectively trained to be capable and confident in challenging inequalities impacting people’s experiences and outcomes. | [ ]  | [ ]  | [ ]  |       |       |
| We regularly discuss inequalities with the people we support, our staff team and external experts to continually improve how we successfully address such issues. | [ ]  | [ ]  | [ ]  |       |       |
| We benchmark ourselves with other services to ensure that how we support people to address inequalities aligns with latest good and best practice. | [ ]  | [ ]  | [ ]  |       |       |
| We work with other partners and the wider community to challenge systematic inequalities experienced by the people we support. | [ ]  | [ ]  | [ ]  |       |       |
| We clearly document how we have supported people and successfully addressed inequalities to achieve better experiences and outcomes. | [ ]  | [ ]  | [ ]  |       |       |
| Where appropriate to the care needs of our community, we are proactive in reaching and supporting people from hard-to-reach groups. | [ ]  | [ ]  | [ ]  |       |       |
| We can provide documented evidence detailing how we have identified and addressed issues that could have impacted people’s experiences and outcomes. | [ ]  | [ ]  | [ ]  |       |       |

|  |
| --- |
| 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-experiences-and-outcomes).**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). |