## **Providing information**

### Timely information, effective communication, and the best use of available technologies to support this are important factors of responsive care.

### Whatever information you provide to people, this should be tailored to meet their individual needs and in a way that can be clearly understood. The CQC will be looking at compliance with the Accessible Information Standard and a good understanding and compliance with GDPR across the team will also be needed.

### 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 effectively tailor our communications to the individuals we support. |  |  |  |  |  |
| We help people to choose their care and treatment options based on the latest information and advice. |  |  |  |  |  |
| We ensure the way we communicate aligns closely with good and best practice, including the Accessible Information Standard. |  |  |  |  |  |
| We include information about how to effectively communicate with the person in their care plans, revising as and when these needs change. |  |  |  |  |  |
| Where digital care plans are used, we ensure that the people we support can access the care plans and that it’s in an accessible format. |  |  |  |  |  |
| We use creative ways to make sure each person can express their thoughts in an accessible, tailored, and inclusive means of communication. |  |  |  |  |  |
| We empower our staff to respond to people’s changing needs, ensuring new assistive technology, aids and adaptions are accessed in a timely manner. |  |  |  |  |  |
| We use a range of communication tools to enable people to express their views. |  |  |  |  |  |
| We ensure our staff understand technology as this enables them to promote practical options to access information and minimise risks from social isolation. |  |  |  |  |  |
| We use technology to enable the service to effectively engage with others (e.g., video conferencing with healthcare professionals or family/relatives/ friends). |  |  |  |  |  |
| We are proactive in how we keep up-to-date on latest innovations, systems, and tools to strengthen how we communicate. |  |  |  |  |  |
| Before we introduce new communication technologies and tools, we ensure all our staff are fully capable and confident to use them. |  |  |  |  |  |
| We recruit staff with the skills to communicate effectively with the people we support, arranging additional training where more specialist communication skills are needed. |  |  |  |  |  |
| Our staff teams always find the most effective ways to communicate with the people we support, helping to empower, reassure and alleviate any distress they may have. |  |  |  |  |  |
| We adhere to good and best practice approaches when providing information (e.g., Caldicott Guardians etc.). |  |  |  |  |  |
| We have practical evidence at hand to demonstrate how we communicate with others (e.g., emails to family members, healthcare professionals etc.). |  |  |  |  |  |
| We are always respectful and protect people’s privacy as part of the ways we communicate, including strict adherence to protecting information they do not wish to be shared. |  |  |  |  |  |
| We ensure that all telephone, emails and other documented communications are securely saved and shared in compliance with UK GDPR and other data protection good and best practice. |  |  |  |  |  |
| We provide information in a format that follows consumer rights best practice, including when communicating about contracts and charges. |  |  |  |  |  |

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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=providing-information).  **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). |