## **Partnerships and communities**

### The most successful approaches to care often also draw upon the engagement, expertise and enthusiasm of the wider community and partnerships working together.

### It’s important that all regulated care providers are actively connected and involved with their wider community. What this looks like in practice will vary, but you should be prepared to share examples of how you engage with the community, including integrated healthcare systems. Be ready to evidence how you work closely with others and avoid operating in isolation.

### 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 work in partnership with other services and professionals across the community. |  |  |  |  |  |
| We can demonstrate how our partner working enables us to deliver better care, support, treatment, and outcomes for the people we support. |  |  |  |  |  |
| We value collaboration and partnership working and are committed to continually expanding our work with others in our community. |  |  |  |  |  |
| We actively engage with the local community, helping them contribute to the shaping of our service. |  |  |  |  |  |
| We document all feedback, including meetings and meaningful engagements with staff, people, and the wider community. |  |  |  |  |  |
| We ensure our managers, leaders and staff teams engage with other agencies (including other social care services, local authority etc.) for peer-to-peer support. |  |  |  |  |  |
| We ensure the people we support play a key role in the local community (and vice-versa). |  |  |  |  |  |
| We have created a culture where managers, leaders and staff are well known within the local community, sharing their experience and expertise to benefit others. |  |  |  |  |  |
| We work in partnership with other organisations and use research to improve practice and provide high quality care. |  |  |  |  |  |
| We proactively seek guidance and involvement from healthcare professionals, local experts, agencies, and advocates. |  |  |  |  |  |
| We have successfully established mutually beneficial relationships within the local community (including alliances and networks), enabling them to share good practice, expertise and/or resources. |  |  |  |  |  |
| We involve members of the local community in identifying the skills, knowledge, networks, relationships, and facilities available to health and wellbeing initiatives. This is in accordance with NICE Quality Standards. |  |  |  |  |  |
| We assess and understand the benefits of community engagement and partnership working, regularly reviewing our impact and seek to continually improve our engagement and support. |  |  |  |  |  |
| Where relevant to the service, people growing older with a learning disability have a named lead practitioner. This is in accordance with NICE Quality Standards. |  |  |  |  |  |
| We ensure strict compliance with UK  GDPR and data security good practice.  This includes when managing data shared  between our partners. |  |  |  |  |  |

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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=well-led-2&topic=partnerships-and-communities).  **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). |