

How can care services meet the 'Responsive' quality statement?



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Background:

- KLOES
- Quality Statements / Single Assessment Process
- Current position

Popular questions:

- How will I know if I'm being inspected?
- Can I request an inspection as it's been a while?
- I used to have a regular Inspector. I don't know who to speak to anymore.

Responsive

People and communities are always at the centre of how care is planned and delivered. The health and care needs of people and communities are understood and they are actively involved in planning care that meets these needs. Care, support and treatment is easily accessible, including physical access. People can access care in ways that meet their personal circumstances and protected equality characteristics.

Person centred care:

We make sure people are at the centre of their care and treatment choices and we decide, in partnership with them, how to respond to any relevant changes in their needs.

Care provision, integration and continuity:

We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.

Providing information:

We provide appropriate, accurate and up-to-date information in formats that we tailor to individual needs.

Listening to and involving people:

We make it easy for people to share feedback or ideas or raise complaints about their care, treatment and support. We involve them in decisions about their care and tell them what's changed as a result.

Equity in access:

We make sure that everyone can access the care, support and treatment they need when they need it.

Equity in experience and outcomes:

We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.

Planning for the future:

We support people to plan for important life changes, so they can have enough time to make informed decisions about their future, including at the end of their life.

Any questions?

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