

Implementing Responsive Care to Meet CQC Standards

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Responsive

- Responsive looks at person-centred care, including care planning and helping people maintain relationships, interests, and personal goals
- how you share information and communicate, respond to concerns and complaints
- support people around end-of-life care and other significant life events

Person Centred Care Quality Statement



"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 must be **tailored to individual needs**, considering physical, mental, emotional, and social factors.
- People should be **actively involved** in planning and reviewing their care.
- Services must ensure **empowerment and decision-making**, supporting individuals to make informed choices.
- Providers should make **reasonable adjustments** to accommodate diverse needs.

Skills For Care Resources:

[Person-centred approaches in health and care](#)

[Leading a person-centred service](#)

[Supporting personal relationships](#)

NICE Resources: [Practical steps to improving care using NICE guidance](#)

[Home care: delivering personal care and practical support to older people living in their own homes](#)

Care Provision, Integration, and Continuity Quality Statement

"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"

- **Joined-up care:** Services work together to provide continuity.
- **Flexibility:** Care adapts to individual needs and circumstances.
- **Choice & accessibility:** People can access care in ways that suit them.

Resources

[CQC Guidance on Care Provision](#)

[Skills for Care Integration Toolkit](#)

[Skills for Care Workforce Toolkit](#)

Providing information Quality Statement



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

- Information must be **clear, up-to-date, and tailored** to individual needs.
- People should be able to **access their health and care records** easily.
- Services must comply with **data protection laws (GDPR)** when handling personal information.
- Communication should be **inclusive**, with translation and interpretation services available.

Resources

[CQC Providing Information Guide](#)

[Skills for Care Responsive Toolkit](#)

[CQC Key Question Responsive Framework](#)

Listening to and involving people Quality Statement



" We make it easy for people to share feedback and 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"

- People should be able to **share feedback easily** and know how it is acted upon.
- Complaints must be handled **transparently and fairly**, with no repercussions.
- Individuals, families, and carers should be **involved in shaping solutions** and care improvements.
- Services must provide **advocacy and support** for those needing assistance in expressing their views.

Resources

[CQC Listening & Involving People Guide](#)
[Skills for Care Feedback Strategies](#)

Equity in access Quality Statement



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

- Care must be **accessible, timely, and inclusive**, ensuring equal opportunities for all.
- Services should **remove physical, digital, and communication barriers** to access.
- Providers must comply with **equality and human rights regulations**, making reasonable adjustments for individuals with disabilities.
- People should receive **support to navigate healthcare systems**, including advocacy services.

Resources

[CQC Equity in Access Guide](#)

[Skills for Care Equity in Access Toolkit](#)

Equity in experiences and outcomes Quality Statement



"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"

- Care must **actively remove barriers** that lead to unequal experiences.
- Providers should **listen to and act on concerns** about discrimination or inequality.
- People should feel **empowered to share their experiences**, knowing their feedback leads to improvements.

Resources

[CQC Equity in Experiences and Outcomes Guide](#)

[Skills for Care Equity Toolkit](#)

[NICE Resource](#) People's experience using adult social care services

Planning for the future Quality Statement

"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"

- People should be **supported to plan ahead** for important life changes.
- Services must provide **accurate, up-to-date information** to help individuals make informed choices.
- Care providers should **identify individuals approaching end-of-life** and ensure their preferences are respected.
- Future care plans must be **personalised and shared** with relevant professionals.
- Support people to achieve significant life goals

Resources

[CQC Planning for the Future Guide](#)

Training and support for staff

- Equip care teams with **responsive care principles**, including **equality, diversity, and inclusion training**.
- Ensure **regular refresher courses** to keep practices up to date.
- **Skills for Care Resource:** [Training & development](#) — ensuring staff are well-trained in equality, diversity, and person-centred care practices.
- **NICE Resource:** [Workforce development guidance](#)—steps for improving staff training and support

Registered Managers Networks

10th July 12.30 - 3pm @WS10 Conference Centre, Wednesbury

- peer to peer support
- guest speakers including local CQC inspection teams, commissioners, Integrated Care System (ICS) representatives and other sector organisations
- practical workshop sessions to support all aspects of leadership
- discuss ideas and inspiration
- share skills, challenges and solutions
- Email suzanne.petrie@skillsforcare.org.uk to join – free to attend

Other Networks

Book Your Place On Our Website [Events and networks](#)

Nominated Individual Network – 13th June

Midlands knowledge exchange – 3rd July

West Midlands Workforce Strategy anniversary event – 10th July

Deputy Manager Network – 16th September

Social Care Nursing Placement event – 11th Nov