

Summary of CQC areas of focus and quality statements

APPENDIX 4

Working with People: assessing needs, care planning and review, arrangements for direct payments and charging, supporting people to live healthier lives, prevention, well-being, information and advice, understanding and removing inequalities in care and support, people's experiences and outcomes from care			Providing Support: market shaping, commissioning, workforce capacity and capability, integration and partnership working	
Assessing needs	Supporting people to live healthier lives	Equity in experience and outcomes	Care provision, integration and continuity	Partnerships and communities
<p>We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.</p>	<p>We support people to manage their health & wellbeing so they can maximise their independence, choice and control. We support them to live healthier lives & where possible, reduce future needs for care & support.</p>	<p>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 & treatment in response to this.</p>	<p>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.</p>	<p>We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement</p>
Ensuring Safety: section 42 safeguarding enquiries, reviews, safe systems, continuity of care.			Leadership: strategic planning, learning, improvement, innovation, governance, management, sustainability	
Safe systems, pathways and transitions	Safeguarding		Governance, management and sustainability	Learning, improvement and innovation
<p>We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.</p>	<p>We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.</p>		<p>We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.</p>	<p>We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research</p>

one borough; one community; no one left behind

**Barking &
Dagenham**