

Appendix 1

1 CQC Single Assessment Framework domains and quality statements:

| Domain | Quality Statement |
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| Working with People | We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing, and communication needs with them. |
| | We support people to manage their health and wellbeing so they can maximise their independence, choice, and control. We support them to live healthier lives and where possible, reduce future needs for care and support. |
| | 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. |
| Providing Support | 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. |
| | 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. |
| Ensuring Safety | 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. |
| | 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. |
| Leadership | 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. |
| | 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. |