

CQC Quality Statements: Caring



Kindness, compassion and dignity

We always treat people with kindness, empathy and compassion and we respect their privacy and dignity. We treat colleagues from other organisations with kindness and respect.

[Regulation 9: Person-centred care](#)

[Regulation 10: Dignity and respect](#)

Treating people as individuals

We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.

[Regulation 9: Person-centred care](#)

[Regulation 10: Dignity and respect](#)

[Regulation 15: Premises and equipment](#)

Independence, choice and control

We promote people's independence, so they know their rights and have choice and control over their own care, treatment and wellbeing.

[Regulation 9: Person-centred care](#)

[Regulation 10: Dignity and respect](#)

[Regulation 12: Safe care and treatment](#)

Responding to people's immediate needs

We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act to minimise any discomfort, concern or distress.

[Regulation 9: Person-centred care](#)

[Regulation 12: Safe care and treatment](#)

[Regulation 16: Receiving and acting on complaints](#)

Workforce wellbeing and enablement

We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person-centred care.

[Regulation 9: Person-centred care](#)

[Regulation 12: Safe care and treatment](#)

[Regulation 17: Good governance](#)

[Regulation 18: Staffing](#)