

## Appendix 1: Quality Statements

	Quality Statement	"I Statements"
<b>Working With People</b>	<p><b>Assessing Needs:</b></p> <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>	<ul style="list-style-type: none"> <li>• I have care and support that is co-ordinated, and everyone works well together and with me.</li> <li>• I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals</li> </ul>
	<p><b>Supporting people to live healthier lives</b></p> <p>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.</p>	<ul style="list-style-type: none"> <li>• I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.</li> <li>• I am supported to plan ahead for important changes in my life that I can anticipate.</li> </ul>
	<p><b>Equity in experiences and outcomes</b></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 and treatment in response to this.</p>	<ul style="list-style-type: none"> <li>• I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals</li> </ul>
<b>Providing Support</b>	<p><b>Care provision, integration and continuity</b></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>	<ul style="list-style-type: none"> <li>• I have care and support that is co-ordinated, and everyone works well together and with me.</li> </ul>
	<p><b>Partnerships and communities</b></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>	<ul style="list-style-type: none"> <li>• Leaders work proactively to support staff and collaborate with partners to deliver safe, integrated, person-centred and sustainable care and to reduce inequalities.</li> </ul>

	<b>Quality Statement</b>	<b>"I Statements"</b>
<b>How the Local Authority ensures safety within the System</b>	<p><b>Safe systems, pathways and transitions</b></p> <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>	<ul style="list-style-type: none"> <li>• When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.</li> <li>• I feel safe and am supported to understand and manage any risks.</li> </ul>
	<p><b>Safeguarding</b></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>	<ul style="list-style-type: none"> <li>• I feel safe and am supported to understand and manage any risks.</li> </ul>
<b>Leadership</b>	<p><b>Governance, management and sustainability</b></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><b>Learning, improvement and innovation</b></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>	