

Care provision, integration, and continuity

Quality statement

We expect providers, commissioners and system leaders live up to this 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.

What this quality statement means

- People receive care and treatment from services that understand the diverse health and social care needs of their local communities.
- There is continuity in people's care and treatment because services are flexible and joined-up.
- People's care and treatment is delivered in a way that meets their assessed needs from services that are co-ordinated and responsive.
- Delivering and co-ordinating services considers the needs and preferences of different people, including those with protected characteristics under the Equality Act and those at most risk of a poorer experience of care.

I statements

[I statements](#) reflect what people have said matters to them.

- I have care and support that is co-ordinated, and everyone works well together and with me.
- I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.

Subtopics this quality statement covers

- Availability and provision of services
- Eligibility/funding
- Continuity of care, support and treatment

Related regulations

Regulated Activities Regulations 2014

- [Regulation 9: Person-centred care](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 17: Good governance](#)

Also consider

- [Regulation 10: Dignity and respect](#)

Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

Continuity of care, support and treatment

[Learning disability: care and support of people growing older \(NICE guidance \[QS187\]\)](#)

Availability of services

[Disabled children and young people up to 25 with severe complex needs: integrated service delivery and organisation across health, social care and education \(NICE guidance \[NG213\]\)](#)

[Integrated health and social care for people experiencing homelessness \(NICE guidance \[NG214\]\)](#)

Local authority assessments

We consider this quality statement, care provision, integration and continuity, under [theme 2: providing support](#).