

Effective

When we assess a quality statement for community health services and hospices we will usually look at evidence in the categories listed.

Assessing needs

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

Evidence categories

- [people's experience of health and care services](#)
- [feedback from staff and leaders](#)
- [processes](#)

Delivering evidence-based care and treatment

We plan and deliver people's care and treatment with them, including what is important and matters to them and in line with legislation and current evidence-based good practice and standards.

Evidence categories

- [people's experience of health and care services](#)
- [feedback from staff and leaders](#)
- [processes](#)

How staff, teams and services work together

We work effectively across teams and services to support people, making sure they only need to tell their story once by sharing their assessment of needs when they move between different services.

Evidence categories

- [people's experience of health and care services](#)
- [feedback from staff and leaders](#)
- [feedback from partners](#)
- [observation](#) (community health services only)
- [processes](#)

Supporting people to live healthier lives

We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce their future needs for care and support.

Evidence categories

- [people's experience of health and care services](#)
- [feedback from staff and leaders](#)
- [processes](#)

Monitoring and improving outcomes

We routinely monitor people's care and treatment to continuously improve it and to ensure that outcomes are positive and consistent, and that they meet both clinical expectations and the expectations of people themselves.

Evidence categories

- [people's experience of health and care services](#)
- [feedback from staff and leaders](#)
- [processes](#)

Consent to care and treatment

We tell people about their rights around consent and respect these when we deliver person-centred care and treatment.

Evidence categories

- [people's experience of health and care services](#)
- [feedback from staff and leaders](#)
- [processes](#)