

- Person-centred care**
Care and treatment tailored to the person, meeting their needs and preferences.

- Visiting and accompanying**
People can have visitors, and support to go out or be accompanied to appointments.

- Dignity and respect**
Treated with dignity and respect at all times, including privacy and equality.

- Consent**
Consent is given before any care or treatment, by the person or someone acting for them.

- Safety**
No unsafe care or treatment. Risks are assessed and staff are competent to keep people safe.

- Safeguarding from abuse**
No abuse or improper treatment, including neglect or disproportionate restraint.

- Food and drink**
Enough to eat and drink to stay in good health during care.

- Premises and equipment**
Clean, suitable, secure and well-maintained premises and equipment.

- Complaints**
People can complain, with a system to investigate thoroughly and act on concerns.

- Good governance**
Effective governance and systems to check quality and safety and drive improvement.

- Staffing**
Enough suitably qualified, competent staff, with training, supervision and support.

- Fit and proper staff**
Robust recruitment and relevant checks, including DBS and work history.

- Duty of candour**
Open and transparent: tell people when something goes wrong, support them and apologise.

- Display of ratings**
Display the CQC rating on site and online, with the latest report available.