

The 14 CQC fundamental standards

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

The standards below which care must never fall. Print, pin up, and use one a month in team meetings.

1. **Person-centred care.** Tailored to the person, their needs and preferences.
2. **Visiting and accompanying.** Visitors welcome; support to go out or be accompanied.
3. **Dignity and respect.** At all times, including privacy and equality.
4. **Consent.** Given before care or treatment, by the person or someone acting for them.
5. **Safety.** No unsafe care. Risks assessed, staff competent.
6. **Safeguarding from abuse.** No abuse or improper treatment, including neglect or disproportionate restraint.
7. **Food and drink.** Enough to eat and drink to stay in good health.
8. **Premises and equipment.** Clean, suitable, secure, well maintained.
9. **Complaints.** People can complain; concerns investigated and acted on.
10. **Good governance.** Systems to check quality and safety and drive improvement.
11. **Staffing.** Enough qualified, competent staff, with training and supervision.
12. **Fit and proper staff.** Robust recruitment and checks, including DBS and work history.
13. **Duty of candour.** Tell people when something goes wrong, support them, apologise.
14. **Display of ratings.** On site and online, with the latest report available.