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CareSync EXPERTS

The 34 CQC Quality Statements

What good care looks like under CQC's five key questions. Each is a "we statement" CQC gathers evidence and scores against in the single assessment framework. Numbered in CQC's order for reference.

Safe — 8 statements

Protected from abuse and avoidable harm

1. **Learning culture** — Raise concerns without blame and learn from every incident.
2. **Safe systems, pathways and transitions** — Safe, joined-up care when people move between services.
3. **Safeguarding** — Spot, report and share abuse concerns quickly.
4. **Involving people to manage risks** — Plan risks with the person, least restrictive first.
5. **Safe environments** — Safe homes, premises, equipment and technology.
6. **Safe and effective staffing** — Enough trained, supervised and safely recruited staff.
7. **Infection prevention and control** — Control infection and share concerns promptly.
8. **Medicines optimisation** — Safe medicines, with people involved in decisions.

Effective — 6 statements

Care achieves good outcomes, based on evidence

9. **Assessing needs** — Assess and review needs, including communication, with people.
10. **Delivering evidence-based care and treatment** — Care in line with the law and current good practice.
11. **How staff, teams and services work together** — Work with partners so people tell their story once.
12. **Supporting people to live healthier lives** — Help people stay well, active and independent.
13. **Monitoring and improving outcomes** — Check care is working for each person and improve it.
14. **Consent to care and treatment** — Ask first, and follow the Mental Capacity Act.

Caring — 5 statements

Compassion, kindness, dignity and respect

15. **Kindness, compassion and dignity** — Kindness, empathy, privacy and dignity, always.
16. **Treating people as individuals** — Care that fits each person's culture and preferences.
17. **Independence, choice and control** — People keep their skills, choices and control.
18. **Responding to people's immediate needs** — Notice and act in the moment to ease distress.
19. **Workforce wellbeing and enablement** — Look after staff so they can care well.

Responsive — 7 statements

Services organised to meet your needs

20. **Person-centred care** — People shape their care and every change to it.
21. **Care provision, integration and continuity** — Joined-up, flexible care with familiar staff.
22. **Providing information** — Clear information in the format each person needs.
23. **Listening to and involving people** — Easy feedback and complaints, and show what changed.
24. **Equity in access** — Everyone gets the care they need, when they need it.
25. **Equity in experiences and outcomes** — Find who gets a worse experience and put it right.
26. **Planning for the future** — Plan ahead for life changes and the end of life.

Well-led — 8 statements

Leadership that assures high-quality care

27. **Shared direction and culture** — A shared vision that staff understand and live.
28. **Capable, compassionate and inclusive leaders** — Skilled, visible, fit and proper leaders.
29. **Freedom to speak up** — Staff can speak up safely and are heard.
30. **Workforce equality, diversity and inclusion** — Fair treatment for every member of staff.
31. **Governance, management and sustainability** — Clear roles, audits and risk data that are acted on.
32. **Partnerships and communities** — Work with partners and share what you learn.
33. **Learning, improvement and innovation** — Keep learning, improving and trying new ideas.
34. **Environmental sustainability** — Reduce your environmental impact. NHS trusts only for now.

How CQC scores them

Each statement CQC assesses scores 1 to 4. Scores add up to a percentage for each key question: **88%+** outstanding, **63 to 87%** good, **39 to 62%** requires improvement, **25 to 38%** inadequate. A 1 caps good at requires improvement; a 1 or 2 caps outstanding at good.

What is changing

CQC's March 2026 draft frameworks would replace the statements with key lines of enquiry. No start date yet, so the 34 still apply.

Statements from cqc.org.uk, checked 20 October 2026. Plain English lines are ours. In adult social care, environmental sustainability is not currently assessed, so 33 apply. General information, not legal advice.

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0333 577 0877