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| **KEY LINES OF ENQUIRY (KLOE’S)** |

* SAFE
* CARING
* EFFECTIVE
* RESPONSIVE
* WELL LEAD

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| **KEY LINES OF ENQUIRY – SAFE** |

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| **SAFEGUARDING AND PROTECTION FROM ABUSE** |

**How do systems, processes and practices keep people safe and safeguarded from abuse?**

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| **MANAGING RISKS** |

**How are risks to people assessed, and their safety monitored and managed so they are supported to stay safe?**

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| **SAFE CARE AND TREATMENT** |

**Do staff have all the information they need to deliver safe care and treatment to people?**

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| **MEDICINES MANAGEMENT** |

**How does the provider ensure the proper and safe use of medicines, where the service is responsible?**

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| **TRACK RECORD** |

**What is the track record on safety?**

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| **LEARNING WHEN THINGS GO WRONG** |

**Are lessons learned and improvements made when things go wrong?**

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| **KEY LINES OF ENQUIRY – CARING** |

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| **KINDNESS, RESPECT AND COMPASSION** |

**How does the service ensure that people are treated with kindness, respect, and compassion, and that they are given emotional support when needed?**

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| **INVOLVING PEOPLE IN DECISIONS ABOUT THEIR CARE** |

**How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support as far as possible?**

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| **PRIVACY & DIGNITY** |

**How are people's privacy and dignity respected and promoted?**

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| **KEY LINES OF ENQUIRY – EFFECTIVE** |

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| **ASSESSING NEEDS AND DELIVERING EVIDENCE BASED TREATMENT** |

**Are people's needs assessed and care and treatment delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?**

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| **MONITORING OUTCOMES AND COMPARING WITH SIMILAR SERVICES** |

**How are people's care and treatment outcomes monitored and how do they compare with other similar services?**

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| **STAFF SKILLS AND KNOWLEDGE** |

**How does the service make sure that staff have the skills, knowledge and experience to deliver effective care, support and treatment?**

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| **HOW STAFF, TEAMS AND SERVICES WORK TOGETHER** |

**How well do staff, teams and services work together within and across organisations to deliver effective care and treatment?**

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| **SUPPORTING PEOPLE TO LIVE HEALTHIER LIVES** |

**How are people supported to live healthier lives and, where the service is responsible, how does it improve the health of its population?**

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| **CONSENT TO CARE AND TREATMENT** |

**Is consent to care and treatment always sought in line with legislation and guidance?**

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| **KEY LINES OF ENQUIRY – RESPONSIVE** |

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| **PERSON CENTRED CARE** |

**How do people receive personalised care that is responsive to their needs?**

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| **TAKING ACCOUNT OF THE NEEDS OF DIFFERENT PEOPLE** |

**Do services take account of the particular needs and choices of different people?**

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| **TIMELY ACCESS TO CARE AND TREATMENT** |

**Can people access care and treatment in a timely way?**

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| **CONCERNS AND COMPLAINTS** |

**How are people's concerns and complaints listened and responded to and used to improve the quality of care?**

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| **KEY LINES OF ENQUIRY – WELL LEAD** |

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| **LEADERSHIP CAPACITY & CAPABILITY** |

**Is there the leadership capacity and capability to deliver high-quality, sustainable care?**

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| **VISION & STRATEGY** |

**Is there a clear vision and credible strategy to deliver high-quality sustainable care to people, and robust plans to deliver?**

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| **CULTURE OF THE ORGANISATION** |

**Is there a culture of high-quality, sustainable care?**

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| **GOVERNANCE & MANAGEMENT** |

**Are there clear responsibilities, roles and systems of accountability to support good governance and management?**

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| **MANAGEMENT OF RISK & PERFORMANCE** |

**Are there clear and effective processes for managing risks, issues and performance?**

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| **MANAGEMENT OF INFORMATION** |

**Is appropriate and accurate information being effectively processed, challenged and acted on?**

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| **ENGAGEMENT & INVOLVEMENT** |

**Are the people who use services, the public, staff and external partners engaged and involved to support high-quality sustainable services?**

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| **LEARNING, IMPROVEMENT & INNOVATION** |

**Are there robust systems and processes for learning, continuous improvement and innovation?**