

# The 5 key questions we ask

Our [new assessment framework](#) applies to providers, local authorities and integrated care systems. It is made up of the 5 key questions and, under each key question, a set of quality statements. Our 5 key questions are central to our approach. There are the things we ask of all care services.

Quality statements are the commitments that providers, commissioners and system leaders should live up to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care.

The quality statements show how services and providers need to work together to plan and deliver high quality care. They directly relate to the regulations listed.

"I statements are part of our assessment framework. They reflect what people have said matters to them. We have set a clear definition of quality and safety based on what people say matters to them, and this is used consistently by people who use services, and at all levels of health and social care."

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They have a key role in the People's experience evidence category to help us gather, listen to and act on people's experiences. Their experience of care will inform our decision-making and lead us to take appropriate action. This applies to all our work.

Find out more about [what to expect from a good care service](#).

## Are they safe?

**Safe:** you are protected from abuse and avoidable harm.

## Are they effective?

**Effective:** your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

## Are they caring?

**Caring:** staff involve and treat you with compassion, kindness, dignity and respect.

## Are they responsive to people's needs?

**Responsive:** services are organised so that they meet your needs.

## Are they well-led?

**Well-led:** the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.