

Essentials of Safe Care

Our vision is

The delivery of safe care, improving outcomes for every person, every time across health and care

Delivered through...

A people-led approach to the planning and delivery of safe care

Effective and inclusive communication

Leadership at all levels to support a culture of safety

Safe clinical and care processes

Which requires...

People and professionals are equal partners in shared decision making

Care and support is shaped to meet the needs of people

People, families, carers and staff are systematically listened to, and concerns are acted upon

Communication tailored to individual needs and preferences

People and teams feel safe and able to speak up

Team communication and collaboration

Leadership is compassionate and inclusive

Staff feel supported and valued

Learning system for continuous improvement

Everyone has the opportunity to learn and develop

Safe staffing and skill mix

Care is up to date and evidence based

Clinical and care governance structures support safety

Information systems that work together