

Equality and human rights in the essential standards of quality and safety:

Appendix of charts ‘mapping’ the essential standards to protected characteristics under the Equality Act 2010 and the Human Rights Act 1998

Summary tables

1. How does equality relate to the regulations and prompts in the essential standards?

- The map below shows the relationship of prompts in the essential standards of quality and safety to equality characteristics.
- In addition, Regulation 17(2) (h) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 says that :

“the registered person must...take care to ensure that care and treatment is provided to service users with due regard to their age, sex, religious persuasion, sexual orientation, racial origin, cultural and linguistic background and any disability they may have”.

This regulation relates to Outcome 1 – respecting and involving people who use services. However, the wording of this regulation suggests that these equality characteristics should be considered in all aspects of care, treatment and support. This is also the approach taken by CQC in the essential standards.
- In addition, Regulation 9(1)(b)(iv) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 says that:

“The registered person must take proper steps to ensure that each service user is protected against the risks of receiving care or treatment that is inappropriate or unsafe, by means of... the planning and delivery of care and, where appropriate, treatment in such a way as to— avoid unlawful discrimination including, where applicable, by providing for the making of reasonable adjustments in service provision to meet the service user’s individual needs.”

This regulation relates to Outcome 4.

The numbers in the following table show the prompt references in the essential standards that match to the equality characteristic. An 'X' indicates that there is no matching prompt:

	Outcome	Race/ethnicity	Gender	Disability	Age	Sexual orientation	Religion or belief	Gender re-assignment	Pregnancy/maternity
1	Respecting and involving people who use services	1A, 1B, 1G, 1I	1A, 1B, 1G, 1I	1A, 1B, 1C, 1G, 1I	1A, 1B, 1G, 1I	1A, 1B, 1G, 1I	1A, 1B, 1G, 1I	1A, 1B, 1G, 1I	1A, 1B, 1G, 1I
2	Consent to care and treatment	2B	X	2B, 2C	2A	2B	2B	X	X
3	Fees	X	X	X	X	X	X	X	X
4	Care and welfare of people who use services	4A, 4K, 4Q	4A, 4F,	4A, 4J, 4Q	4A, 4I, 4J	4A, 4Q	4A, 4K	4A, 4F	4A
5	Meeting nutritional needs	5A, 5C	5A,	5A, 5C	5A	5A	5A, 5C	5A	5A, 5E
6	Cooperating with other providers	6B	6B	6B	6B, 6M	6B	6B	6B	6B
7	Safeguarding people who use services from abuse	7B, 7D, 7E, 7I, 7K	7B, 7D, 7E, 7I, 7K						
8	Cleanliness and infection control (DH guidelines)	3.1	X	3.1	X	X	X	X	X

	Outcome	Race/ethnicity	Gender	Disability	Age	Sexual orientation	Religion or belief	Gender re-assignment	Pregnancy/maternity
9	Management of medicines	9A	X	9B, 9D	9A	9A	9A	X	X
10	Safety and suitability of premises	10F, 10I	10I	10A, 10F, 10I, 10M, 10P	10A, 10F, 10I	10I	10F, 10I	10I	10F, 10I
11	Safety, availability and suitability of equipment	X	X	11A, 11B	X	X	X	X	X
12	Requirements relating to workers	12A, 12B, 12C	12A, 12B, 12C	12A, 12B, 12C	12A, 12B, 12C	12A, 12B, 12C	12A, 12B, 12C	12A, 12B, 12C	12A, 12B, 12C
13	Staffing	13A	13A	13A	13A	13A	13A	13A	13A
14	Supporting workers	14A, 14D	14A, 14D	14A, 14D	14A, 14B, 14D	14A, 14D	14A, 14D	14A, 14D	14A, 14D
15	Statement of purpose	X	X	X	X	X	X	X	X
16	Assessing and monitoring the quality of service provision	16A, 16C	16A, 16C	16A, 16C	16A, 16C	16A, 16C	16A, 16C	16A, 16C	16A, 16C
17	Complaints	17A, 17E	17A, 17E	17A, 17E	17A, 17E	17A, 17E	17A, 17E	17A, 17E	17A, 17E

	Outcome	Race/ ethnicity	Gender	Disability	Age	Sexual orientation	Religion or belief	Gender re-assignment	Pregnancy/ maternity
18	Notification of a death of a person who uses services	18H	18H	18H	18H	18H	18H	18H	18H
19	Notification of death or unauthorised absence of a person who is detained or liable to be detained under the Mental Health Act 1983	19H	19H	19H	19H	19H	19H	19H	19H
20	Notification of other incidents	20G	20G	20G	20G	20G	20G	20G	20G
21	Records	21A	21A	21A	21A	21A	21A	21A	21A
22	Requirements where the service provider is an individual or partnership	22B	22B	22A, 22B	22B	22B	22B	22B	22B
23	Requirement where the service provider is a body	23B	23B	23A, 23B	23B	23B	23B	23B	23B

	Outcome	Race/ ethnicity	Gender	Disability	Age	Sexual orientation	Religion or belief	Gender re- assignment	Pregnancy/ maternity
	other than a partnership								
24	Requirements relating to registered managers	24B	24B	24A, 24B	24B	24B	24B	24B	24B
25	Registered person: training	25B	25B	25B	25B	25B	25B	25B	25B
26	Financial position	X	X	X	X	X	X	X	X
27	Notifications: notice of absence	X	X	X	X	X	X	X	X
28	Notifications: notice of changes	X	X	X	X	X	X	X	X

2. How do human rights relate to the regulations and prompts in the essential standards?

- The map below shows the relationship of prompts in the essential standards of quality and safety to articles in the Human Rights Act/ European Convention on Human Rights. Article numbers are available in the overview guidance.
- Note that we have not mapped the prompts to the article giving people the right to be free from discrimination in the protection of their human rights – but it is possible that this article will apply if one of the other articles is potentially breached and the person is being treated less favourably than others in a similar situation, for example because of their race, gender, disability or other status.
- In addition, Regulation 17(1) a of the Health and Social Care Act 2008 (regulated activities) regulations 2009 says that:

“The registered person must, so far as is reasonably practicable, make suitable arrangements to ensure...the dignity, privacy and independence of service users.”
- Regulation 17(2) (a) says that:

“the registered person must treat service users with consideration and respect”

This regulation relates to Outcome 1.

	Outcome	Right to life	Right not to be treated in an inhuman or degrading way	Right to liberty	Right to a fair trial	Right to respect for home, family life and correspondence	Right to freedom of thought, conscience and religion	Right to peaceful enjoyment of possessions
1	Respecting and involving people who use services	1A, 1G, 1I	1A, 1G, 1I,	1A, 1G, 1I, 1L	1A, 1G, 1I	1A, 1B, 1C, 1E, 1F, 1G, 1I, 1J, 1L, 1M	1A, 1G, 1I	1A, 1G, 1I
2	Consent to care and treatment	2B, 2C		2 A	X	2A, 2B, 2C	2B	X
3	Fees	X	X	X	X	X	X	X
4	Care and welfare of people who use services	4D, 4L, 4O	4D, 4K, 4L, 4O, 4Q	4A, 4G, 4Q	X	4A, 4D, 4F, 4G,4I, 4J,4K, 4L, 4O, 4Q	4K	4K
5	Meeting nutritional needs	5A, 5B, 5D	5A, 5B, 5D	X	X	5A, 5B, 5C,5D, 5E	5A, 5C	X
6	Co-operating with other providers	6B	6B	X	X	6B, 6E, 6M	X	X
7	Safeguarding people who use services from abuse	7D	7B, 7D, 7I	7B, 7D	7D	7B, 7D, 7E, 7K 7I, 7M, 7N	7D,	7C, 7D, 7M, 7N
8	Cleanliness and infection control (DH guidelines)	All	All	X	X	3.1, 4.2	X	X

	Outcome	Right to life	Right not to be treated in an inhuman or degrading way	Right to liberty	Right to a fair trial	Right to respect for home, family life and correspondence	Right to freedom of thought, conscience and religion	Right to peaceful enjoyment of possessions
9	Management of medicines	9A	9A, 9B,9D	X	X	9A, 9B, 9D	9A	X
10	Safety and suitability of premises	10P	10F, 10P	10M		10A, 10F, 10I, 10M,10P	10F, 10I	10C, 10F
11	Safety, availability and suitability of equipment	11A, 11H	X	X	X	11A, 11B	X	X
12	Requirements relating to workers	12B,	12A, 12B,	12B, 12C	12B,	12 A,12B, 12C	12B,	12B,
13	Staffing		13A			13A		
14	Supporting workers	14A, 14D, 14I	14A, 14D, 14I	14A	14A	14A, 14B, 14D, 14I	14A	14A
15	Statement of purpose	X	X	X	X	X	X	X
16	Assessing and monitoring the quality of service provision	16A, 16B, 16C	16A, 16B, 16C	X	X	16A, 16B, 16C	X	X
17	Complaints	17A, 17E	17A, 17E	17E	17A, 17E	17A, 17E	17E	17E

	Outcome	Right to life	Right not to be treated in an inhuman or degrading way	Right to liberty	Right to a fair trial	Right to respect for home, family life and correspondence	Right to freedom of thought, conscience and religion	Right to peaceful enjoyment of possessions
18	Notification of a death of a person who uses services	18H	X	X	X	18D	X	X
19	Notification of death or unauthorised absence of a person who is detained or liable to be detained under the Mental Health Act 1983	19E, 19H, 19I	X	X	X	19D	X	X
20	Notification of other incidents	20F, 20G, 20H, 20R	20F, 20G, 20H, 20R	20F, 20G	X	20 F, 20G, 20H, 20R	X	20R
21	Records	X	X	X	21A	X	X	X
22	Requirements where the service provider is an individual or partnership	22B	22B	22B	22A, 22B	22B	X	22B

	Outcome	Right to life	Right not to be treated in an inhuman or degrading way	Right to liberty	Right to a fair trial	Right to respect for home, family life and correspondence	Right to freedom of thought, conscience and religion	Right to peaceful enjoyment of possessions
23	Requirement where the service provider is a body other than a partnership	23A	23A	23A	23A	23A	X	23A
24	Requirements relating to registered managers	24A	24A	24A	24A	24A	X	24A
25	Registered person: training	25B	25B	25B	25B	25B	X	25B
26	Financial position	X	X	X	X	X	X	X
27	Notifications: notice of absence	X	X	X	X	X	X	X
28	Notifications: notice of changes	X	X	X	X	X	X	X

Detailed charts of how equality and human rights relates to the essential standards outcomes and prompts

Involvement and information

Outcome 1 – respecting and involving people who use services				
Outcome points				
Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
Outcome	People who use services understand the care, treatment and support choices available to them, can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.		Right to respect for home, family life and correspondence	See also: Article 21 (Freedom of expression and opinion, and access to information) in Convention on the Rights of Persons with disabilities (CRPD)
Outcome	People who use services have their privacy, dignity and independence respected and have their views and experiences taken into account in the way that the service is provided and delivered.		Right to respect for home, family life and correspondence	See also Article 19 (Living independently and being included in the community) CRPD
Outcome	Providers who comply with the regulations will recognise the diversity, values and human rights of people who use services.	All equality characteristics	All human rights	
Outcome	Providers who comply with the regulations will uphold and maintain the privacy, dignity and independence of people who use services.		Right to respect for home, family life and correspondence	See also Article 19 (Living independently and being included in the community)

				CRPD
Outcome	Providers who comply with the regulations will encourage and enable people who use services to be an active part of their community in appropriate settings.		Right to respect for home, family life and correspondence	
Prompt points				
1A	(The service) promotes and respects their privacy, dignity, independence and human rights by: <ul style="list-style-type: none"> ensuring that the environment allows privacy in which the intimate care; and the treatment and support needs of the person who uses services are met. 		Right to respect for home, family life and correspondence	
1A	(The service) promotes and respects their privacy, dignity, independence and human rights by: <ul style="list-style-type: none"> having clear procedures followed in practice, monitored and reviewed to ensure staff understand the concepts of privacy, dignity, independence and human rights and how they should be applied to the people who use the service. 		All human rights, in particular: Right to respect for home, family life and correspondence	See also Article 19 (Living independently and being included in the community) CRPD
1A	(The service) promotes and respects their privacy, dignity, independence and human rights by: <ul style="list-style-type: none"> Ensuring that the need to maintain confidentiality or disclose information is taken account of, in the assessment of the individual's circumstances. 		Right to respect for home, family life and correspondence	

1A	(The service) ensures that staff recognise and respect the diversity and human rights of people who use services.	All equality characteristics	All human rights	
1A	(The service) makes people who use services aware of independent advocacy services wherever they are available.		Right to respect for home, family life and correspondence	See also: Article 12 (Equal recognition before the law) CRPD
1A	(The service) cooperates with independent advocacy services wherever a person who uses services, uses one.		Right to respect for home, family life and correspondence	Article 12 (Equal recognition before the law) CRPD
1B	People who use services have their care, treatment and support needs met because: <ul style="list-style-type: none"> the things that are important to them in relation to their care, treatment and support, are established as part of the assessment and the support to meet these needs is provided. 	All equality characteristics	Right to respect for home, family life and correspondence	
1B	People who use services have their care, treatment and support needs met because: <ul style="list-style-type: none"> staff are respectful of the decisions made by people who use services. 		Right to respect for home, family life and correspondence	
1C	Procedures ensure that: <ul style="list-style-type: none"> reasonable adjustments are made so that the person who uses services, is enabled to be involved in decision-making. 	Disability	Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights	

1E	<p>People who use services, or others acting on their behalf, are supported to make informed choices about their care, treatment and support because they are:</p> <ul style="list-style-type: none"> • Given the information they need to make choices. • Given the time they need to make their decision, taking account of the urgency of the situation • Given relevant information to encourage them to change lifestyle behaviours that are placing their health at risk, so they can make informed choices about whether they wish to lead a healthier life. 		Right to respect for home, family life and correspondence	
1F	<p>People who use services receive care, treatment and support that is provided in a way that ensures their independence is promoted by:</p> <ul style="list-style-type: none"> • respecting their choice to care for themselves or manage their own treatment, wherever they can. 		Right to respect for home, family life and correspondence	See also Article 19 (Living independently and being included in the community) CRPD
1G	<p>People who use services receive care, treatment and support that is provided in a way that ensures their human rights and diversity are respected by:</p> <ul style="list-style-type: none"> • providing information about what their rights are. 	All equality characteristics	All human rights, in particular: Right to respect for home, family life and correspondence	See also: Article 21 (Freedom of expression and opinion, and access to information) CRPD
1G	People who use services receive care, treatment and support that is provided in a way that ensures their human rights and diversity are	All equality characteristics	Right to respect for home, family life and correspondence Right to respect for	

	<p>respected by:</p> <ul style="list-style-type: none"> having staff who are aware of, understand and recognise the person’s social and cultural diversity, values and beliefs that may influence their decisions and how they want to receive care, treatment and support. 		<p>home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights Right to freedom of thought, conscience and religion</p>	
1I	<p>People who use services, or others acting on their behalf, are given encouragement, support and opportunities to:</p> <ul style="list-style-type: none"> raise specific needs, or to express concerns relating to equality, diversity and human rights. 	All equality characteristics	<p>All human rights in particular Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights</p>	
1J	<p>People who use services can influence how a service is run as they are given opportunities to take part in decision-making</p>		<p>Right to respect for home, family life and correspondence</p>	<p>See also Article 19 (Living independently and being included in the community) CRPD</p> <p>Respect for home – some service types only</p>

1L	<p>People using rehabilitation or treatment services for substance misuse can be confident that:</p> <ul style="list-style-type: none"> where there are restrictions placed on them, they are proportionate and in line with human rights legislation. 		<p>Right to liberty</p> <p>Right to respect for home, family life and correspondence</p>	<p>Specific service types only</p>
1M	<p>People who use services are enabled to:</p> <ul style="list-style-type: none"> participate in the activities of the local community so that they can exercise their right to be a citizen as independently as they are able to. 		<p>Right to respect for home, family life and correspondence</p>	<p>Specific service types only</p> <p>Refer to See also Article 19 (Living independently and being included in the community)</p>

Outcome 2 – Consent to care and treatment

Outcome points

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
Outcome	<p>People who use services can be confident that their human rights are respected and taken into account (in relation to consent).</p>		<p>Right to respect for home, family life and correspondence</p>	
Prompts				
2A	<p>Where they are able, people who use services receive the examination, care, treatment and support they agree to. This is because clear procedures to get valid consent are followed in practice, monitored and reviewed. Wherever consent is required, these procedures include:</p>	<p>Age</p>	<p>Right to respect for home, family life and correspondence</p>	<p>See also Article 12 of the Convention on the Rights of the Child (Respect for the views of the child)</p>

	<ul style="list-style-type: none"> respecting confidentiality whenever this is required by a child who is competent to make their own decision. 			
2A	Respecting the right of people who use services to have an advocate to assist them in understanding their options and enable them to make an informed decision.		Right to respect for home, family life and correspondence	See also: Article 12 (Equal recognition before the law) CRPD
2A	Respecting and taking account of a decision by the person who uses the service to refuse or withdraw consent.		Right to respect for home, family life and correspondence	
2A	The arrangements for taking account of restrictions authorised under the deprivation of liberty safeguards.		Right to liberty Right to respect for home, family life and correspondence	
2B	How to respect the cultural, social values and beliefs of the person who uses the service (in relation to consent).	All equality characteristics	Right to freedom of thought, conscience and religion Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights	
2B	People who use services benefit from staff who understand that some people who use services may require more support than others in obtaining consent.	Race Disability	Right to respect for home, family life and correspondence	Race – in relation to language See also: Article 12 (Equal recognition before the law) CRPD
2B	People who use services benefit from staff who		Right to life Right to respect for	

	understand that in a life threatening emergency situation, when receiving consent is not possible, decisions are made which are in the best interests of the person who uses the service.		home, family life and correspondence	
2C	<p>There are clear procedures that are followed in practice, monitored and reviewed about decision making for people who are unable to give, or choose to withhold, consent for each individual care, treatment and support activity, including:</p> <ul style="list-style-type: none"> • staff knowing the circumstances in which an advance directive or advance decision regarding the refusal of treatment by a person using services may be lawfully over-ruled. 	Disability	<p>Right to life</p> <p>Right to respect for home, family life and correspondence</p>	See also Article 12 of the CRC (Respect for the views of the child)
2C	<p>There are clear procedures that are followed in practice, monitored and reviewed about decision making for people who are unable to give, or choose to withhold, consent for each individual care, treatment and support activity, including:</p> <ul style="list-style-type: none"> • where a life threatening emergency may arise and it is not possible to obtain consent. 	Disability	<p>Right to life</p> <p>Right to respect for home, family life and correspondence</p>	

There are no outcomes or prompts that directly match to Outcome 3 - fees

Personalised care, treatment and support

Outcome 4 - Care and welfare of people who use services				
Outcome points				
Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
Outcome	<p>People who use services:</p> <ul style="list-style-type: none"> Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights. 	All equality characteristics	All human rights In particular right to respect for home, family life and correspondence	
Outcome	<p>Providers who comply with the regulations will reduce the risk of people receiving unsafe or inappropriate care, treatment and support by making reasonable adjustments to reflect people's needs, values and diversity.</p>	All equality characteristics	<p>Right to respect for home, family life and correspondence;</p> <p>Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights</p>	
Prompt points				
4A	<p>People who use services:</p> <ul style="list-style-type: none"> have safe and appropriate care, treatment and support because their individual needs are established from when they are referred or begin to use the service. the assessment, planning and delivery of their care, treatment and support reflects their needs, preferences and diversity. 	All equality characteristics	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights</p>	
4A	<p>The assessment, planning and delivery of their care, treatment and support ensures that risk assessments balance safety and effectiveness with the right</p>	Disability	<p>Right to respect for home, family life and correspondence</p> <p>Right to liberty</p>	See also: Article 19 (Living independently and being

	of the person who uses the service to make choices, taking account of their capacity to make those choices and their right to take informed risks.			included in the community) Convention on the rights of People with Disabilities
4A	The assessment, planning and delivery of their care, treatment and support maintains their welfare and promotes their wellbeing by taking account of all their needs, including social needs and personal relationships.	Sexual orientation Race Religion and belief	Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights	
4D	People who use services can be confident that: <ul style="list-style-type: none"> staff will quickly recognise when a person who uses services becomes seriously ill, physically and/or mentally, and requires treatment, and immediately respond to meet their needs. 		Right to respect for home, family life and correspondence Right not to be treated in an inhuman or degrading way Right to life	
4F	People who use services know that: <ul style="list-style-type: none"> they will receive care, treatment and support in single-sex accommodation wherever it is available. 	Gender Gender reassignment	Right to respect for home, family life and correspondence	Specific service types only
4G	People who use services know that: <ul style="list-style-type: none"> their accommodation will not limit their freedom any further than is agreed in their plan of care. 		Right to respect for home, family life and correspondence Right to liberty	Specific service types only
4I	Children who use services are able to benefit from an environment that is appropriate to their age and individual needs.	Age	Right to respect for home, family life and correspondence	Specific service types only Note: Article 37(c) of the

				Convention on the Rights of the Child requires children deprived of their liberty to be separated from adults unless it is in their best interests not to do so
4J	<p>Women undergoing a termination of pregnancy know that:</p> <ul style="list-style-type: none"> where services are provided to children or people with a learning disability, the counsellor available has relevant expertise in discussing termination of pregnancy with them. 	<p>Age</p> <p>Disability</p>	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights</p>	Specific service types only
4K	<p>People who use services who are at the end of their life will have their care, treatment and support needs met because, wherever possible:</p> <ul style="list-style-type: none"> they are able to have those people who are important to them, with them at the end of their life. 	<p>Race</p> <p>Sexual orientation</p> <p>Religion and belief</p>	<p>Right to respect for home, family life and correspondence</p>	Specific service types only
4K	<p>People who use services who are at the end of their life will have their care, treatment and support needs met because, wherever possible:</p> <ul style="list-style-type: none"> they have a dignified death, because staff are respectful of their needs for privacy, dignity and comfort. 		<p>Right to respect for home, family life and correspondence.</p> <p>Right not to be treated in an inhuman or degrading way.</p>	Specific service types only
4K	<p>People who use services who are at the end of their life will have their care, treatment and</p>	<p>Religion and belief</p>	<p>Right to respect for home, family life and correspondence.</p>	Specific service types only

	<p>support needs met because, wherever possible:</p> <ul style="list-style-type: none"> the plan of care records their wishes with regards to how their body and possessions are handled after their death and staff respect their values and beliefs. 	<p>Race Sexual orientation</p>	<p>Right to freedom of thought, conscience and religion. Right to peaceful enjoyment of possessions.</p>	
4L	<p>People who use services who are thought to present a risk of suicide and homicide or harm to themselves or others have an ongoing, multidisciplinary assessment and plan of care made:</p> <ul style="list-style-type: none"> to establish any risk of suicide and homicide or harm to themselves or others, including environmental risks, and how these can be minimised. 		<p>Right to life. Right to respect for home, family life and correspondence. Right not to be treated in an inhuman or degrading way.</p>	Specific service types only
4O	<p>People using rehabilitation or treatment services for substance misuse benefit from clear procedures followed in practice, monitored and reviewed, for when they leave the service, in a planned or unplanned way, that specify an assessment of the risks associated with either planned or unplanned discharge which includes:</p> <ul style="list-style-type: none"> provision of harm reduction advice assessment of the risk of overdose, and informing services and those acting on their behalf if the person poses a risk to themselves or others. 		<p>Right to respect for home, family life and correspondence. Right not to be treated in an inhuman or degrading way. Right to life.</p>	Specific service types only

4Q	<p>People who use services are only put in to seclusion if it is:</p> <ul style="list-style-type: none"> in line with the National Institute for Health and Clinical Excellence's clinical guideline on <i>Violence: The short term management of disturbed or violent behaviour in in-patient psychiatric settings and emergency departments</i> (2005). carried out following clear procedures that are monitored, reviewed and in line with the Mental Health Act 1983 Code of Practice, and in an environment that complies with the Mental Health Act 1983 Code of Practice. 	<p>Disability</p> <p>Race</p>	<p>Right to respect for home, family life and correspondence.</p> <p>Right to liberty.</p> <p>Right not to be treated in an inhuman or degrading way.</p>	<p>Specific service types only</p>
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Outcome 5 – Meeting nutritional needs

Outcome points

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
Outcome	<p>Providers who comply with the regulations will:</p> <ul style="list-style-type: none"> reduce the risk of poor nutrition and dehydration by encouraging and supporting people to receive adequate nutrition and hydration. 		<p>Right to respect for home, family life and correspondence.</p> <p>Right not to be treated in an inhuman or degrading way.</p> <p>Right to life.</p>	
Outcome	<p>Providers who comply with the regulations will:</p> <ul style="list-style-type: none"> provide choices of food and drink for people to meet their diverse needs. 	<p>All equality characteristics</p>	<p>Right to respect for home, family life and correspondence.</p> <p>Right to freedom of thought, conscience</p>	

			and religion. Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights.	
Prompts				
5A	Where the service provides food and drink, people who use services have their care, treatment and support needs met because: <ul style="list-style-type: none"> staff identify where the person who uses services is at risk of poor nutrition, dehydration or has swallowing difficulties, when they first begin to use the service and as their needs change. 		Right to respect for home, family life and correspondence. Right not to be treated in an inhuman or degrading way. Right to life.	
5A	Action is taken where any risk of poor nutrition or dehydration is identified including any difficulty in swallowing or the impact of any medicines, and a referral is made to appropriate services.		Right to respect for home, family life and correspondence. Right not to be treated in an inhuman or degrading way. Right to life.	
5A	(People who use services) have food and drink that are provided in an environment that respects their dignity.		Right to respect for home, family life and correspondence.	
5A	(People who use services) have food and drink that meet the requirements of their diverse needs.	All equality characteristics	Right to respect for home, family life and correspondence. Right to freedom of thought, conscience and religion. Right to respect for home, family life and correspondence	

			alongside prohibition of discrimination in the enjoyment of other human rights.	
5A	(People who use services) can be confident that staff will support them to meet their eating and drinking needs with sensitivity and respect for their dignity and ability.	Disability	Right to respect for home, family life and correspondence. Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights.	
5A	(People who use services) are supported to eat their food and drink as independently as possible.	Disability	Right to respect for home, family life and correspondence.	
5A	Where the service provides food and drink, but not when this is in the person's own home or Shared Lives arrangement, people have their care, treatment and support needs met because: <ul style="list-style-type: none"> a nutritional screening is carried out to identify where they are at risk of poor nutrition or dehydration when they first begin to use the service and at regular intervals. 		Right to respect for home, family life and correspondence. Right not to be treated in an inhuman or degrading way. Right to life.	
5B	Where a full nutritional assessment is necessary because the nutritional screening identified risk of poor nutrition and dehydration, this is carried out by staff with the appropriate skills, qualifications and experience.		Right to respect for home, family life and correspondence. Right not to be treated in an inhuman or degrading way. Right to life.	
5B	They have their food and drink intake monitored when they are at risk of poor		Right to respect for home, family life and	

	nutrition or dehydration and action is taken as necessary.		correspondence. Right not to be treated in an inhuman or degrading way. Right to life.	
5C	Where the service provides food and drink, people who use services can make decisions about their food and drink because they: <ul style="list-style-type: none"> • have accessible information about meals and the arrangements for mealtimes. 	Race Disability	Right to respect for home, family life and correspondence. Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights.	See also: Article 21 (Freedom of expression and opinion, and access to information) Convention on the Rights of People with Disabilities
5C	Where the service provides food and drink, people who use services can make decisions about their food and drink because they: <ul style="list-style-type: none"> • have a choice for each meal that takes account of their individual preferences and needs, including their religious and cultural requirements. 	Race Religion and belief	Right to respect for home, family life and correspondence. Right to freedom of thought, conscience and religion. Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights.	
5C	Where the service provides food and drink, people who use services can make decisions about their food and drink because they: <ul style="list-style-type: none"> • have mealtimes that are reasonably spaced and at appropriate times, taking account of reasonable requests including their religious or cultural requirements. 	Race. Religion and belief.	Right to respect for home, family life and correspondence. Right to freedom of thought, conscience and religion. Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights.	

5D	<p>People who use services benefit from clear procedures followed in practice, monitored and reviewed to ensure they:</p> <ul style="list-style-type: none"> are only subject to fasting (for example before an operation or procedure) for the minimum possible period, and the service will ensure they have adequate hydration as soon as possible afterwards. 		<p>Right to respect for home, family life and correspondence.</p> <p>Right not to be treated in an inhuman or degrading way.</p> <p>Right to life.</p>	Specific service types only
5E	<p>People who use services:</p> <ul style="list-style-type: none"> have access to facilities for infant feeding, including facilities to support breastfeeding. 	Pregnancy/ maternity	Right to respect for home, family life and correspondence	Specific service types only

Outcome 6 – Co-operating with other providers

Outcome points

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
Outcome	<p>Providers who comply with the regulations will:</p> <ul style="list-style-type: none"> share information in a confidential manner with all relevant services, individuals, teams or agencies to enable the care, treatment and support needs of people who use services to be met. 		Right to respect for home, family life and correspondence	
Prompts				
6B	People who use services can be confident that when information about their care, treatment and support needs	All equality characteristics	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for</p>	

	<p>to be passed to another service, team, individual or agency, this is organised so that the information includes everything the other service, individual, team or agency will need to ensure the needs of the person who uses services are met safely, even when the transfer of information is required urgently. As a minimum this includes:</p> <ul style="list-style-type: none"> • known preferences, and • any relevant diverse needs. 		<p>home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights</p>	
6B	<p>(As above) this includes:</p> <ul style="list-style-type: none"> • any assessed risk of suicide and homicide and harm to self and others. 		<p>Right to life</p> <p>Right to respect for home, family life and correspondence</p> <p>Right not to be treated in an inhuman or degrading way</p>	
6E	<p>People who use services can be confident that when more than one service, team, individual or agency is involved at the same time in their care, treatment and support or are planned to be in the future, the transfer of information is organised so that:</p> <ul style="list-style-type: none"> • the confidentiality of people who use services is protected. 		<p>Right to respect for home, family life and correspondence</p>	
6M	<p>When children who use services are moving to access adult services, these are organised so that:</p> <ul style="list-style-type: none"> • all those involved in the care, treatment and support cooperate with the planning and provision to ensure that the services 	Age	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of</p>	<p>Specific service types only</p> <p>Note Article 3(3) of the CRC requires that services and facilities responsible for</p>

	<p>provided continue to be appropriate to the age and needs of the person who uses services.</p>		<p>other human rights</p>	<p>the care or protection of children have adequate standards in relation to safety, health and staffing (numbers, suitability and supervision)</p>
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Safeguarding and safety

Information section

Outcome 7: safeguarding and safety				
Outcome points				
Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
Outcome	<p>People who use services:</p> <ul style="list-style-type: none"> are protected from abuse, or the risk of abuse, and their human rights are respected and upheld. 		<p>All human rights, in particular:</p> <p>Right to respect for home, family life and correspondence</p> <p>Right not to be treated in an inhuman or degrading way</p>	
Outcome	<p>Providers who comply with the regulations will:</p> <ul style="list-style-type: none"> make sure that the use of restraint is always appropriate, reasonable, proportionate and justifiable to that individual. 	<p>Race</p> <p>Disability</p> <p>Age</p>	<p>Right to respect for home, family life and correspondence</p> <p>Right to liberty</p> <p>Right not to be treated in an inhuman or degrading way</p>	
Outcome	<p>Only use de-escalation or restraint in a way that respects dignity and protects human rights, and where possible respects the preferences of people who use services.</p>	<p>Race</p> <p>Disability</p> <p>Age</p>	<p>Right to respect for home, family life and correspondence</p> <p>Right not to be treated in an inhuman or degrading way</p>	
Outcome	<p>Understand how diversity, beliefs and values of people who use services may influence the identification, prevention and response to safeguarding concerns.</p>	<p>All equality characteristics</p>	<p>Right to freedom of thought, conscience and religion</p> <p>Right to respect for home, family life and correspondence</p>	

			Right to respect for home, family life and correspondence alongside prohibition against discrimination in the enjoyment of other human rights	
Outcome	Where applicable, only use Deprivation of Liberty Safeguards when it is in the best interests of the person who uses the service and in accordance with the Mental Capacity Act 2005.		Right to liberty Right to respect for home, family life and correspondence	
Prompts				
7B	People who use services benefit from a service that has clear procedures followed in practice, monitored and reviewed in place about the use of restraint and safeguarding.	All equality characteristics	Right to respect for home, family life and correspondence Right to liberty Right not to be treated in an inhuman or degrading way	All equality characteristics in relation to safeguarding (discriminatory abuse). Particularly race, disability and age in relation to restraint
7C	People who use services are protected as staff and others involved in carrying on the regulated activity are not: <ul style="list-style-type: none"> • able to use property of people who use services for personal use • able to borrow money from, or lend money to, people who use services, and • able to sell or dispose of goods belonging to people who use services for their own gain. 		Right to peaceful enjoyment of possessions	
7D	People who use services receive care, treatment and	All equality character-	All human rights, in particular Right to	All equality characteristics

	support from all staff who are committed to maximising people's choice, control and inclusion and protecting their human rights as important ways of meeting their individual needs and reducing the potential for abuse.	istics	respect for home, family life and correspondence	in relation to discriminatory abuse. See also Article 19 (Living independently and being included in the community) CRPD
7E	People who use services receive care, treatment and support from staff who, in relation to safeguarding: <ul style="list-style-type: none"> recognise the impact that diversity, beliefs and values of people who use services can have. 	All equality characteristics	Right to freedom of thought, conscience and religion Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence in the enjoyment of other human rights	
7I	People who use services and who have been abused or are suspected of being abused (or where appropriate, people acting on their behalf) are: <ul style="list-style-type: none"> taken seriously and treated with dignity and respect when they report abuse. 	All equality characteristics	Right to respect for home, family life and correspondence Right not to be treated in an inhuman or degrading way	All equality characteristics in relation to discriminatory abuse.
7I	People who use services that have been abused or are suspected of being abused (or where appropriate, people acting on their behalf) are: <ul style="list-style-type: none"> made aware of, and supported to access, sources of support outside the service including local independent information advice, independent mental capacity advocacy services or independent mental health advocacy 	All equality characteristics	Right to respect for home, family life and correspondence	All equality characteristics in relation to discriminatory abuse. See also: Article 12 (Equal recognition before the law) CRPD and Article 21 (Freedom of expression

	services where relevant.			and opinion, and access to information) CRPD
7K	People who use services can be confident that information about a safeguarding concern is appropriately shared in line with multi-agency procedures, taking into account the sensitive nature of the information.	All equality characteristics	Right to respect for home, family life and correspondence	All equality characteristics in relation to discriminatory abuse.
7M and 7N	People who use services know that where the service looks after people's money and valuables: <ul style="list-style-type: none"> they can access their money and valuables in a timely way. 		Right to peaceful enjoyment of possessions Right to respect for home, family life and correspondence	Specific service types only

Outcome 8: Cleanliness and infection control

Points that map to the Department of Health infection control guidance

Guidance criteria	Guidance wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
all	N/A		Right to respect for home, family life and correspondence Right not to be treated in an inhuman or degrading way Right to life	
3.1	<i>Provide suitable accurate information on infections to service users and their visitors. Areas relevant to the provision of such information include:</i> <ul style="list-style-type: none"> general principles on the prevention and control of 	Disability Race	Right to respect for home, family life and correspondence	Race in relation to language See also: Article 21 (Freedom of expression and opinion,

	infection and key aspects of the registered provider's policy on infection prevention and control, which takes into account the communication needs of the service user.			and access to information) Convention on the rights of People with disabilities
3.1	The roles and responsibilities of particular individuals such as carers, relatives and advocates in the prevention and control of infection, to support them when visiting service users.		Right to respect for home, family life and correspondence	
3.1	Supporting awareness and empowerment in the safe provision of care by service users.		Right to respect for home, family life and correspondence	
4.2	Provide suitable accurate information on infections to any person concerned with providing further support or nursing/medical care in a timely fashion. Provision of relevant information across organisational boundaries is covered by the regulation requirement 'Cooperating with other providers'. Due attention should be paid to service user confidentiality as outlined in national guidance.		Right to respect for home, family life and correspondence	

Outcome 9 – management of medicines

Prompts (there are no outcomes that map directly to equality or human rights)

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
9A	People who use services receive care, treatment and	Age	Right to respect for home, family life and	

	<p>support that ensures the medicines given are appropriate and person-centred by taking account of their:</p> <ul style="list-style-type: none"> • age • choices • lifestyle, and • cultural and religious beliefs. 	<p>Race</p> <p>Religion and belief</p> <p>Sexual orientation</p>	<p>correspondence</p> <p>Right to freedom of thought, conscience and religion</p> <p>Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights</p>	
9A	<p>Ensures the person's prescription for medicines, for which the service is responsible, is up to date and is reviewed and changed as their needs or condition changes.</p>		<p>Right to respect for home, family life and correspondence</p> <p>Right not to be treated in an inhuman or degrading way</p> <p>Right to life</p>	
9B	<p>Where people who use services receive care, treatment and support that involves medicines, the provider has:</p> <ul style="list-style-type: none"> • clear procedures followed in practice, monitored and reviewed for medicines handling that include obtaining, safe storage, prescribing, dispensing, preparation, administration, monitoring and disposal. • wherever they are required, these procedures include the arrangements for giving medicines covertly where this is needed in accordance with the Mental Capacity Act 2005. 	<p>Disability</p>	<p>Right to respect for home, family life and correspondence</p> <p>Right not to be treated in an inhuman or degrading way</p>	
9B (as above)	<p>The arrangements for requesting a second opinion in relation to medicines for people detained under the</p>	<p>Disability</p>	<p>Right to respect for home, family life and correspondence</p>	

	Mental Health Act 1983.		Right not to be treated in an inhuman or degrading way	
9D	People who use services benefit from a service that ensures best interest meetings are held with people who know and understand the person using the services when covert administration of medicines is being considered, to decide whether this is in the person's best interest.	Disability	Right to respect for home, family life and correspondence Right not to be treated in an inhuman or degrading way	

Outcome 10: Safety and suitability of premises

Outcome points:

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
Outcome	People who use services and people who work in or visit the premises are in safe, accessible surroundings that promote their wellbeing.	Disability	Right to respect for home, family life and correspondence Right not to be treated in an inhuman or degrading way	
Prompts				
10A	People who use services and others who work in or visit the premises can be confident that in relation to design and layout, the provider: <ul style="list-style-type: none"> ensures the premises protect people's rights to privacy, dignity, choice, autonomy and safety. 	All equality characteristics	Right to respect for home, family life and correspondence	See example in point 15
10A	People who use services and others who work in or visit the	Disability	Right to respect for home, family life and	DDA 1995 now

	<p>premises can be confident that in relation to design and layout, the provider:</p> <ul style="list-style-type: none"> ensures the premises are accessible to people who need to enter the premises and meet the appropriate disability equality requirements of the Disability Discrimination Act 1995 		<p>correspondence</p> <p>Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights</p>	<p>superseded by Equality Act 2010</p>
10A	<p>People who use services and others who work in or visit the premises can be confident that in relation to design and layout, the provider:</p> <ul style="list-style-type: none"> ensures there is space for a relative, carer or friend to be able to be with a child who uses services. 	Age	<p>Right to respect for home, family life and correspondence</p>	
10C	<p>People who work, visit or use services can be confident that, in relation to security of premises and grounds:</p> <ul style="list-style-type: none"> measures are in place to protect the personal possessions of people who use services. 		<p>Right to peaceful enjoyment of possessions</p>	
10F	<p>People who use services and others who work in or visit the premises can be confident that in relation to design and layout, the premises:</p> <ul style="list-style-type: none"> are designed and adapted so that people can move around and be as independent as possible in activities of daily living, and meet the appropriate disability equality requirements of the Equality Act 2010 	Disability	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights</p>	<p>Specific service types only</p> <p>See also Article 19 (Living independently and being included in the community) Convention on the Rights of people with Disabilities</p>
10F (as	<p>The premises have safe and secure storage facilities,</p>		<p>Right to peaceful enjoyment of</p>	<p>Specific service types</p>

above)	including storage for the private belongings of people who use services.		possessions	only
10F (as above)	Have sufficient toilets, and where necessary bathroom and bathing facilities, that take into account people's diverse needs and promote their privacy, dignity and independence.	Race Disability Gender Age Religion and belief	Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights Right to freedom of thought, conscience and religion Right not to be treated in an inhuman or degrading way	Specific service types only Similar in 10M not repeated
10F (as above)	Have access to facilities for infant feeding, including facilities to support breastfeeding.	Pregnancy/ maternity	Right to respect for home, family life and correspondence	Specific service types only
10F (as above)	Have call alarm systems that enable people who use services to get help when their mobility is limited for whatever reason.	Disability	Right to respect for home, family life and correspondence Right not to be treated in an inhuman or degrading way	Specific service types only
10F (as above)	Have somewhere private available for breaking bad news, where this is done.		Right to respect for home, family life and correspondence	Specific service types only
10I	People who use services and others who work in, or visit the premises can be confident that in relation to design and layout, the premises: <ul style="list-style-type: none"> • have space for social, therapeutic, cultural, educational and play activities that meet the needs of people who use services. 	All equality characteristics	Right to respect for home, family life and correspondence Right to freedom of thought, conscience and religion	Specific service types only Age in relation to play activities Very similar in 10M not repeated

10M	<p>People who use services have:</p> <ul style="list-style-type: none"> access to outdoor space. This could be outdoor areas, gardens or grounds that allow individuals to benefit from being outside. 	Disability	<p>Right to respect for home, family life and correspondence</p> <p>Right to liberty</p>	<p>Specific service types only</p> <p>While lack of access to outdoor space will not in itself amount to a deprivation of liberty, other factors may mean that the right to liberty is also engaged</p>
10P	<p>People who use services are protected from harm because:</p> <ul style="list-style-type: none"> appropriate building components, such as glass alternatives, are used that reduce the risk of self-harm, and fixtures, fittings and furniture are designed with regard to the avoidance of ligature points. 	Disability	<p>Right not to be treated in an inhuman or degrading way</p> <p>Right to respect for home, family life and correspondence</p> <p>Right to life</p>	Specific service types only
10P	There is appropriate layout for observations of people who use services receiving acute mental health care, treatment and support.		<p>Right to respect for home, family life and correspondence</p> <p>Right not to be treated in an inhuman or degrading way</p> <p>Right to life</p>	Specific service types only

Outcome 11 – Safety, availability and suitability of equipment

Outcome points

Prompt No.	Outcome/prompt wording	Map to equality	Map to human rights	Notes
Outcome	Providers who comply with the regulations will make sure	Disability	Right to respect for home, family life and	See also Article 19

	<p>that equipment:</p> <ul style="list-style-type: none"> • promotes independence, and • is comfortable. 		correspondence	(Living independently and being included in the community) Convention on the Rights of People with Disabilities
Prompts				
11A	<p>People are safe because, where equipment is provided or used as part of the regulated activity, the equipment is:</p> <ul style="list-style-type: none"> • Available in sufficient quantities to meet the needs of people who use the service. 	Disability	<p>Right to respect for home, family life and correspondence</p> <p>Right to life</p>	
11B	<p>People's needs are met because staff using any equipment do so in a way that has regard to their dignity, comfort and safety and promotes their independence by using the equipment in a way that ensures the person's privacy and dignity.</p>	Disability	<p>Right to respect for home, family life and correspondence</p>	
11H	<p>People who use services receive care, treatment and support that:</p> <ul style="list-style-type: none"> • ensures equipment required for resuscitation or other medical emergencies is available and accessible for use as quickly as possible. Where the service requires it, this equipment is tamper proof. 		Right to life	Specific service types only

Suitability of staffing

Outcome 12: Requirements relating to workers				
Prompts (there are no outcomes points that map directly to equality and human rights)				
Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
12A	In relation to recruitment processes, staff (including volunteers, students, temporary and ancillary staff and practitioners working under practising privileges): <ul style="list-style-type: none"> are honest, reliable, trustworthy and treat the people who use services with respect. 		Right to respect for home, family life and correspondence Right to peaceful enjoyment of possessions	
12A	People using services benefit from staff (who): <ul style="list-style-type: none"> are not discriminated against during the application or recruitment process. 	All equality characteristics	Right to respect for home, family life and correspondence	
12B	In relation to qualifications, skills, knowledge and experience (staff): <ul style="list-style-type: none"> have an awareness and knowledge of diversity and human rights and have the competencies to support, appropriate to their role, the diverse needs and human rights of people who use services. 	All equality characteristics	All human rights	
12B	In relation to qualifications, skills, knowledge and experience (staff): <ul style="list-style-type: none"> have a good understanding of the communication needs of the people who use the 	Race Disability	Right to respect for home, family life and correspondence	See also: Article 21 (Freedom of expression and opinion, and access to information)

	service.			Convention on the Rights of people with Disabilities
12B	In relation to qualifications, skills, knowledge and experience (staff): <ul style="list-style-type: none"> recognise and promote the independence of people who use services. 		Right to respect for home, family life and correspondence	See also Article 19 (Living independently and being included in the community CRPD
12C	People who use services receive a service from a provider that has the right staff because: <ul style="list-style-type: none"> staff are recruited following an effective recruitment and selection procedure that complies with legislation about employment, equalities and human rights. 	All equality characteristics	Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights'	
12C	There are clear procedures followed in practice, monitored and reviewed, that are implemented when staff: <ul style="list-style-type: none"> require specific plans of support, including any reasonable adjustments, to enable them to carry out their job. 	Disability		

Outcome 13: Staffing

Prompts (there are no outcomes points that map directly to equality and human rights)

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
13A	People who use services benefit from sufficient staff to meet their needs because the provider can demonstrate that	All equality characteristics	Right to respect for home, family life and correspondence	Sufficient staff to meet needs includes needs

	there are sufficient numbers of staff with the right competencies, knowledge, qualifications, skills and experience to meet the needs of people who use services at all times.		Right not to be tortured or to be treated in an inhuman or degrading way	connected with diversity and with human rights, for example timeliness of assistance to prevent degrading treatment or enabling individuals to maintain contact with their communities
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Outcome 14: Supporting workers				
Prompts (there are no outcomes points that map directly to equality and human rights)				
Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act	Notes
14A	<p>People who use services receive care, treatment and support from staff who are competent to carry out their roles, because:</p> <ul style="list-style-type: none"> the induction for new staff includes information on the people whose care, treatment and support the staff member will be involved in providing and any specific communication needs. 	<p>Race</p> <p>Disability</p>	Right to respect for home, family life and correspondence	See also: Article 21 (Freedom of expression and opinion, and access to information) CRPD
14A	The induction for new staff includes the rights of people who use the service.	All equality characteristics	All human rights	
14A	The induction for new staff includes an orientation to the systems, culture and terminology of the health and or social care sectors in	Race	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and</p>	

	England, where the staff member has been recruited from outside the UK.		correspondence alongside prohibition of discrimination in the enjoyment of other human rights Right to freedom of thought, conscience and religion	
14B	Children who use services can be confident that: <ul style="list-style-type: none"> they are treated by staff who are appropriately trained to provide care, treatment and support for children, including Children's Workforce Development Council Induction standards. 	Age	Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence alongside prohibition of discrimination in the enjoyment of other human rights	See also Article 3(3) of the Convention on the Rights of the Child which requires governments to ensure that all agencies responsible for the care or protection of children conform to established standards 'particularly in the areas of safety, health, in the number and suitability of staff, as well as competent supervision'
14D	People receive a service from a provider that supports its staff because: <ul style="list-style-type: none"> where staff need reasonable adjustments in order to be able to carry out their role suitable plans are put in place for their ongoing support. 	Disability		See also: Article 27 of the Convention on the Rights of people with disabilities (CRPD) which recognises the right of disabled people to work on an equal basis with

				others. (For further information see the EHRC's Guide to the CRPD)
14D	<p>People receive a service from a provider that supports its staff because:</p> <ul style="list-style-type: none"> staff are supported to do their work in a safe working environment where risk of violence, harassment and bullying are assessed and minimised. 	All equality characteristics	<p>Right to respect for home, family life and correspondence</p> <p>Right not to be tortured or to be treated in an inhuman or degrading way</p> <p>Right to life</p>	
14D	<p>People receive a service from a provider that supports its staff because:</p> <ul style="list-style-type: none"> there are clear procedures followed in practice, monitored and reviewed, that are implemented when staff are subjected to violence, harassment or bullying by other staff or people who use services. 	All equality characteristics	<p>Right to respect for home, family life and correspondence</p> <p>Right not to be tortured or to be treated in an inhuman or degrading way</p> <p>Right to life</p>	
14D	<p>People receive a service from a provider that supports its staff because:</p> <ul style="list-style-type: none"> there is an open culture in the service which allows staff to feel supported to raise concerns without any fear of recrimination. 		Right to respect for home, family life and correspondence	
14I	<p>People who use services:</p> <ul style="list-style-type: none"> are cared for by staff who have received training about the assessment of suicide and homicide risk and behaviours that challenge. 		<p>Right to respect for home, family life and correspondence</p> <p>Right not to be tortured or to be treated in an inhuman or degrading way</p> <p>Right to life</p>	

Quality and suitability of management

Outcome 16: Assessing and monitoring the quality of service provision				
Outcome points				
Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act 1998	Notes
Outcome	<ul style="list-style-type: none"> Providers who comply with the regulations will improve the service by learning from adverse events, incidents, errors and near misses that happen, the outcome from comments and complaints, and the advice of other expert bodies where this information shows the service is not fully compliant. 	All equality characteristics	Right to respect for home, family life and correspondence Right not , to be treated in an inhuman or degrading way Right to life (These rights might also be engaged alongside the prohibition of discrimination in the enjoyment of other human rights)	Equality in relation to outcomes from complaints and adverse incidents
Prompts				
16A	Providers gather information about the safety and quality of their service from all relevant sources, including: adverse events, incidents, errors and near misses.		Right to respect for home, family life and correspondence Right not , to be treated in an inhuman or degrading way Right to life	
16A	Providers gather information about the safety and quality of their service from all relevant sources, including: <ul style="list-style-type: none"> comments, and complaints. 	All equality characteristics	Right to respect for home, family life and correspondence Right not , to be treated in an inhuman or degrading way (These rights might	

			also be engaged alongside the prohibition of discrimination in the enjoyment of other human rights)	
16B	<p>In relation to making sure people who use services are not harmed as a result of unsafe care, treatment and support:</p> <ul style="list-style-type: none"> gather information about the risks to people's health, welfare and safety. This includes people who use the service, the service's staff, and anyone else involved in the regulated activities provided by the service, and make the necessary changes to the plan of care of a person who uses the service where the information gathered identifies a risk of inappropriate or unsafe care, treatment and support. 		<p>Right to respect for home, family life and correspondence</p> <p>Right not , to be treated in an inhuman or degrading way</p> <p>Right to life</p>	
16B	<p>In relation to making sure people who use services are not harmed as a result of unsafe care, treatment and support:</p> <ul style="list-style-type: none"> have a system to continuously identify, analyse and review risks, adverse events, incidents, errors and near misses information about this is used to develop solutions and risk reduction actions to ensure any non-compliance, or any risk of non-compliance, with the 		<p>Right to respect for home, family life and correspondence</p> <p>Right not , to be treated in an inhuman or degrading way</p> <p>Right to life</p>	

	<p>regulations is resolved as quickly as possible, and</p> <p>a) identify and analyse adverse events, incidents, errors and near misses to establish what caused them.</p>			
16B	<p>b) Make sure there is a confidential way for staff to raise concerns about risks to people, poor practice and adverse events.</p> <p>c) Staff understand the reporting system and feel confident to use it, without fear that they will be treated unfairly as a result of raising a concern.</p>		<p>Right to respect for home, family life and correspondence</p> <p>Right to life</p>	
16C	<p>In relation to reporting on quality, risk, and improvement plans to ensure compliance with the regulations:</p> <p>d) continually review their practice and take into account adverse events, incidents, errors and near misses that have occurred including the outcomes of complaints investigations within the service so that future lapses are minimised.</p>	All equality characteristics	<p>Right to respect for home, family life and correspondence</p> <p>Right not , to be treated in an inhuman or degrading way</p> <p>Right to life</p> <p>(These rights might also be engaged alongside the prohibition of discrimination in the enjoyment of other human rights)</p>	
16C	<p>Use information about the quality of experiences of people who use services, or others acting on their behalf, the views of staff and the risks they are exposed to, including the outcomes of comments, complaints and investigations, to understand where improvements are needed.</p>	All equality characteristics	<p>Right to respect for home, family life and correspondence</p> <p>Right not , to be treated in an inhuman or degrading way</p> <p>Right to life</p> <p>(These rights might also be engaged</p>	

			alongside the prohibition of discrimination in the enjoyment of other human rights)	
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Outcome 17 – Complaints
Outcome points

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act 1998	Notes
Outcome	People who use services or others acting on their behalf: <ul style="list-style-type: none"> are sure that their comments and complaints are listened to and acted on effectively. 	All equality characteristics	Right to respect for home, family life and correspondence	Note: an effective complaints mechanism can be the route to securing European Convention on Human Rights (ECHR) rights enforceable under the Human Rights Act 1988. While internal complaints procedures are not expected to satisfy Article 6 of the ECHR (right to fair trial), if the complainant is not satisfied with the outcome of the complaint, s/he will usually be able to pursue

				legal action. Article 6 will then apply.
Outcome	<p>People who use services or others acting on their behalf:</p> <ul style="list-style-type: none"> know that they will not be discriminated against for making a complaint. 		<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights</p>	
Prompts				
17A	<p>People who use services and those acting on their behalf can be confident that their comments and complaints are listened to and dealt with effectively because:</p> <ul style="list-style-type: none"> there are clear procedures followed in practice, monitored and reviewed, for receiving, handling, considering and responding to comments and complaints, and a named contact who is accountable for doing so. 	All equality characteristics	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights</p>	See above comments on complaints and securing ECHR rights and the relevance of Article 6 of the ECHR (right to fair trial)
17A	<p>The complaints process is available, understood and well-publicised, and reflects established principles of good complaint handling. The process will ensure:</p> <ul style="list-style-type: none"> that the details of the complaint, and the desired outcome have been properly understood. 		Right to respect for home, family life and correspondence	See also: Article 12 (Equal recognition before the law) Convention on the rights of people with disabilities (CRPD) and Article 21 (Freedom of expression)

				and opinion, and access to information) CRPD
17A	The process will ensure that advice and advocacy support is available to those who wish or need such support.			See also: Article 12 (Equal recognition before the law) CRPD and Article 21 (Freedom of expression and opinion, and access to information) CRPD
17A	Investigations are both proportionate and sufficiently thorough.			While this standard does not engage an ECHR right directly, the subject matter of the complaint could engage any number of ECHR rights, e.g. right not to be treated in an inhuman or degrading way
17A	Consideration of the complaint is undertaken by staff who are competent to address the issues raised, provide honest explanations that are based on facts and include the reasons for the decisions made.			See comment above
17A	Comments and complaints are investigated and resolved to the satisfaction of the person raising the complaint unless: <ul style="list-style-type: none"> the complaint falls outside 		Right to respect for home, family life and correspondence	Note: this standard will engage Article 8 of the ECHR (Right to respect for

	<p>the remit of the provider's responsibility, and</p> <ul style="list-style-type: none"> the complaint cannot be upheld. 			home, family life and correspondence) as it highlights the importance of treating the complainant with respect
17A	The service has clear procedures followed in practice, monitored and reviewed for dealing with unreasonably persistent complainants in a fair and consistent manner, but ensures that the point they make is properly considered.		Right to respect for home, family life and correspondence	See above comment
17E	<p>People who use services or those acting on their behalf are able to use the comments and complaints process because:</p> <ul style="list-style-type: none"> they are treated in a manner that respects their human rights and diversity in a fair and equal way. 	All equality characteristics	All human rights	
17E	<p>People who use services or those acting on their behalf are able to use the comments and complaints process because:</p> <ul style="list-style-type: none"> their comments and complaints can be made either verbally, through sign language or in writing. 	Disability Race	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights</p>	<p>Race in relation to language</p> <p>Article 21 (Freedom of expression and opinion, and access to information) CRPD</p>
17E	<p>People who use services or those acting on their behalf are able to use the comments and complaints process because:</p> <ul style="list-style-type: none"> Making a complaint will not cause them to be discriminated against or have any negative effect 	All equality characteristics	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the</p>	

	on their care, treatment or support		enjoyment of other human rights	
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Outcome 18: Notification of a death of a person who uses services

Outcome points

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act 1998	Notes
Outcome	People who use services can be confident that deaths of people who use services are reported to the Care Quality Commission so that, where needed, action can be taken.		Right to life	
Prompts				
18D	These notifications must not identify the person they are about, or enable them to be identified. Individuals should be referred to using a code that is unique to them. Services must keep a record of these codes and who they refer to, in case the Care Quality Commission needs to make further enquiries.		Right to respect for home, family life and correspondence	
18H	Notifications about deaths must include the following: <ul style="list-style-type: none"> the cause of their death, where this is known whether the death was expected if the death was not expected details of any surgical procedure being used at the time of the person's death or within the seven days before their death whether the person was 		Right to life	Not English NHS trusts

	<p>being restrained at the time of their death, or within the seven days before their death</p> <ul style="list-style-type: none"> • whether there are concerns about the use of controlled or other drugs relating to the death, and • whether there are concerns about the use of medical devices relating to the death. 			
18H	<p>Notifications about deaths must include the following:</p> <ul style="list-style-type: none"> • personal details about the person • their date of birth • their gender • their ethnicity • any disability • any religion or belief, and • their sexual orientation. 	<p>Age Race Gender Disability Religion or belief Sexual orientation</p>	<p>Right to life Right to life alongside the prohibition of discrimination in the enjoyment of other human rights</p>	Not English NHS trusts

Outcome 19: Notification of death or unauthorised absence of a person who is detained or liable to be detained under the Mental Health Act 1983

Outcome points:

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act 1998	Notes
Outcome	<p>People using the service who are detained under the Mental Health Act 1983:</p> <ul style="list-style-type: none"> • can be confident that important events that affect their welfare, health and safety are reported to the Care Quality Commission so that, where needed, action can be taken. 		<p>Right to respect for home, family life and correspondence Right to Liberty Right not , to be treated in an inhuman or degrading way Right to life</p>	

Prompts				
19D	<p>These notifications must not identify the person they are about, or enable them to be identified. Individuals should be referred to using a code that is unique to them. Services must keep a record of these codes and who they refer to, in case the Care Quality Commission needs to make further enquiries.</p>		Right to respect for home, family life and correspondence	
19E	<p>Notification about the death of a person using the service must be made where the person dies while receiving, or as a result of, the care, treatment or support provided by the service.</p>		Right to life	
19H	<p>Notifications about deaths must include the following:</p> <ul style="list-style-type: none"> personal details about the person their date of birth their gender their ethnicity any disability any religion or belief, and their sexual orientation. 	<p>Age Race Gender Disability Religion or belief Sexual orientation</p>	<p>Right to life Right to life alongside the prohibition of discrimination in the enjoyment of other human rights</p>	
19I	<p>Notifications about deaths must include the following:</p> <ul style="list-style-type: none"> the cause of their death, where this is known whether the death was expected if the death was not expected details of any surgical procedure being used at the time of the person's death or within the seven 		Right to life	

	<p>days before their death</p> <ul style="list-style-type: none"> • whether the person was being restrained at the time of their death, or within the seven days before their death • whether there are concerns about the use of controlled or other drugs relating to the death, and • whether there are concerns about the use of medical devices relating to the death. 			
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Outcome 20: Notification of other incidents				
Outcome points				
Outcome	<p>Providers who comply with the regulations will notify the Care Quality Commission about incidents that affect the health, safety and welfare of people who use services, including:</p> <ul style="list-style-type: none"> • injuries to people • making an application to depriving someone of their liberty, and • allegations of abuse. 		<p>Right to respect for home, family life and correspondence</p> <p>Right to liberty Right not to be treated in an inhuman or degrading way</p> <p>Right to life</p>	
Prompts				
20F	<p>The incidents that must be notified to the Care Quality Commission are:</p> <ul style="list-style-type: none"> • incidents affecting a person who uses the service • injuries • applications to deprive someone of their liberty under the Mental Capacity Act, and 		<p>Right to respect for home, family life and correspondence</p> <p>Right to liberty</p> <p>Right not to be treated in an inhuman or degrading way</p> <p>Right to life</p>	

	<ul style="list-style-type: none"> allegations of abuse. 			
20G	<p>In all cases the notifications about an incident affecting a person must include:</p> <ul style="list-style-type: none"> the date they were or will be admitted to the service their date of birth their gender their ethnicity any disability any religion or belief, and their sexual orientation. 	<p>Age Race Gender Disability Religion or belief Sexual orientation</p>	<p>Right to respect for home, family life and correspondence Right to liberty Right not to be treated in an inhuman or degrading way Right to life (These rights might also be engaged alongside the prohibition of discrimination in the enjoyment of other human rights)</p>	
20H	<p>Providers tell the Care Quality Commission without delay about events that lead to:</p> <ul style="list-style-type: none"> serious injury to any person who uses the service, and an injury requiring treatment by a healthcare professional to avoid death or serious injury. 		<p>Right to respect for home, family life and correspondence Right not to be treated in an inhuman or degrading way Right to life</p>	
20R	<p>Providers inform the Care Quality Commission without delay of any incident reported to or investigated by the police that is associated with the delivery of the service and affects or may affect the health, safety and welfare of a person using the service, its staff, or anyone who visits the service. These events include:</p> <ul style="list-style-type: none"> people who use services going missing assault or malicious damage, and 		<p>Right to respect for home, family life and correspondence Right not to be treated in an inhuman or degrading way Right to life Right to peaceful enjoyment of possessions</p>	

	<ul style="list-style-type: none"> theft of property or money belonging to people who use the service. 			
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Outcome 21 – Records

Outcome points

Prompt No.	Outcome/prompt wording	Map to equality	Map to rights enforceable under the Human Rights Act 1998	Notes
Outcome	People who use services can be confident that their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.		Right to respect for home, family life and correspondence	
Prompts				
21A	Records about care, treatment and support are clear, factual and accurate and maintain the dignity and confidentiality of the people who use services.		Right to respect for home, family life and correspondence	
21A	Records about people who use services are used to plan appropriate care, treatment and support to ensure their rights and best interests are protected and their needs are met.	All equality characteristics	Right to respect for home, family life and correspondence Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights	
21A	Where a request for access to a record is made, all legislation and guidance in respect of Freedom of Information Act 2000 and the Data Protection Act 1998 is followed by all staff.		Right to respect for home, family life and correspondence	

**Outcome 22: Requirements where the service provider is an individual or partnership
Prompts (there are no outcomes points that map directly to equality and human rights)**

Prompt No.	Outcome/prompt wording	Map to equality	Map to human rights	Notes
22A	<p>People who use services receive care, treatment and support from a provider who has demonstrated that</p> <ul style="list-style-type: none"> they are able to do the job, with plans of support for individuals to show what arrangements will be put in place including any reasonable adjustments to enable them to do their job, wherever necessary. 	Disability	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights)</p>	<p>See also: Article 27 of the Convention on the Rights of people with disabilities (CRPD) which recognises the right of disabled people to work on an equal basis with others. (For further information see the EHRC's Guide to the CRPD</p>
22B	<p>In relation to meeting the needs of people who use services, providers:</p> <ul style="list-style-type: none"> have knowledge and understanding of how equal opportunities and a respect for human rights and diversity are put in to practice when delivering the service. 	All equality characteristics	<p>All human rights, in particular Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights</p>	

**Outcome 23: Requirement where the service provider is a body other than a partnership
Prompts (there are no outcomes points that map directly to equality and human rights)**

23A	<p>People who use services receive a service whose management is supervised by a nominated individual who:</p> <ul style="list-style-type: none"> is able to do the job, with a plan of support that sets out any reasonable adjustments where necessary. 	Disability	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights</p>	<p>See also: Article 27 of the CRPD which recognises the right of disabled people to work on an equal basis with others.</p>
23A	<p>People who use services receive a service whose management is supervised by a nominated individual who:</p> <ul style="list-style-type: none"> has an awareness and knowledge of diversity and human rights and applies in practice the competencies to support people's diverse needs and human rights. 	All equality characteristics	All human rights	

**Outcome 24: Requirements relating to registered managers
Prompts (there are no outcomes points that map directly to equality and human rights)**

24A	<p>People who use services receive a service from a manager who has demonstrated that they:</p> <ul style="list-style-type: none"> able to do the job, with a plan of support, showing any reasonable adjustments, where necessary. 	Disability	<p>Right to respect for home, family life and correspondence</p> <p>Right to respect for home, family life and correspondence alongside the prohibition of discrimination in the enjoyment of other human rights</p>	
24A	<p>People who use services receive a service from a manager who has demonstrated that they:</p>	All equality characteristics	All human rights	

	<ul style="list-style-type: none"> • have knowledge and understanding of how equal opportunities and a respect for human rights and diversity are put in to practice when delivering the service. 			
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Outcome 25: Registered person: training
Prompts (there are no outcomes points that map directly to equality and human rights)

No.	Outcome/prompt wording	Map to equality	Map to human rights	Notes
25B	<p>Where the registered person is in day-to-day charge of the service, people who use services benefit from effective management. This is because the registered persons have plans in place to keep their knowledge and skills up to date and participate in appropriate training and activities. This training ensures that they:</p> <ul style="list-style-type: none"> • uphold and promote the rights of the people who use their service, and • are able to meet the diverse needs of people who use their service and follow current legislation. 	All equality characteristics	All human rights	