

Treating people as individuals

We expect providers, commissioners and system leaders live up to this statement:

We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.

What this quality statement means

- People's individual needs and preferences are understood and these are reflected in their care, treatment and support.
- People's personal, cultural, social and religious needs are understood and met.
- Staff treat people as individuals, considering any relevant protected equality characteristics.
- People's communication needs are met to enable them to engage in their care, treatment and support to maximise their experience and outcomes.

I statements

[I statements](#) reflect what people have said matters to them.

- I am treated with respect and dignity.
- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.
- I am supported to manage my health in a way that makes sense to me.
- I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.
- I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.

Subtopics this quality statement covers

- Personal, cultural, social and religious needs
- Supporting communication and choice

Related regulations

Regulated Activities Regulations 2014

- [Regulation 9: Person-centred care](#)
- [Regulation 10: Dignity and respect](#)
- [Regulation 14: Meeting nutritional and hydration needs](#)
- [Regulation 15: Premises and equipment](#)

Additional legislation

[Human Rights Act 1998](#)

[European Convention on Human Rights \(European Court of Human Rights\)](#)

[Equality Act 2010](#)

Best practice guidance

There is currently very little national good practice guidance that is specifically about meeting people's individual needs. However, guidance that is relevant to person-centred care, involving people, communicating with people, for example, is all relevant.

We expect providers to be aware of and follow the following best practice guidance.

[Equally outstanding: Equality and human rights - good practice resource |\(CQC\)](#)

[Culturally appropriate care \(CQC\)](#)

[Inequalities in dementia \(CQC\)](#)

[Care and support planning \(National Voices\)](#)