

Governance, management and sustainability

Quality statement

We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

What this quality statement means

- There are clear and effective governance, management and accountability arrangements. Staff understand their role and responsibilities. Managers can account for the actions, behaviours and performance of staff.
- The systems to manage current and future performance and risks to the quality of the service take a proportionate approach to managing risk that allows new and innovative ideas to be tested within the service.
- Data or notifications are consistently submitted to external organisations as required.

- There are robust arrangements for the availability, integrity and confidentiality of data, records and data management systems. Information is used effectively to monitor and improve the quality of care.
- Leaders implement relevant or mandatory quality frameworks, recognised standards, best practices or equivalents to improve equity in experience and outcomes for people using services and tackle known inequalities.

Subtopics this quality statement covers

- Roles, responsibilities and accountability
- Governance, quality assurance and management
- Cyber security and data security and protection toolkit (DSPT)
- Emergency preparedness, including climate events
- Sustainability, including financial and workforce
- Data security/data protection
- Statutory and regulatory requirements
- Workforce planning
- External recommendations, for example safety alerts
- Records/digital records

Related regulations

Regulated Activities Regulations 2014

- [Regulation 17: Good governance](#)

Also consider

- [Regulation 12: Safe care and treatment](#)

Registration regulations 2009

- [Regulation 14: Notice of absence](#)
- [Regulation 15: Notice of changes](#)
- [Regulation 16: Notification of death of service user](#)
- [Regulation 17: Notification of death or unauthorised absence of a service user who is detained or liable to be detained under the Mental Health Act 1983](#)
- [Regulation 18: Notification of other incidents](#)
- [Regulation 20: Requirements relating to termination of pregnancies](#)
- [Regulation 22A: Form of notifications to the Commission](#)

Additional legislation

[Health and Social Care Act 2012](#)

[Access to Health Records Act 1990](#)

[Freedom of Information Act 2000](#)

[Data Protection Act 2018](#)

Best practice guidance

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

Data security/data protection

[Data protection \(Government guidance\)](#)

[Guide to the UK General Data Protection Regulation \(UK GDPR\) \(Information Commissioner's Office\)](#)

[Data Security Protection Toolkit – For services accessing NHS Data \(NHS England\)](#)

[Data Security Protection Toolkit – For Adult Social Care Services \(Digital Care Hub\)](#)

Records/Digital Records

[Records Standards \(Professional Records Standards Body\)](#)

Governance, quality assurance and management

[Recalls and alerts \(Food Standards Agency\)](#)

[Leading health and safety at work \(Health and Safety Executive\)](#)

[2013 Managing for health and safety - HSG65 guidance \(Health and Safety Executive\)](#)

Roles, responsibilities and accountability

[The Code \(Nursing & Midwifery Council\)](#)

Learning and improvement

[Central Alerting system \(Medicines and Healthcare products Regulatory Agency\)](#)

Local authority assessments

We consider this quality statement, governance, management and sustainability, under [theme 4: leadership](#).

