

Safe systems, pathways and transitions

Quality statement

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

We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.

What this quality statement means

- Safety and continuity of care is a priority throughout people's care journey. This happens through a collaborative, joined-up approach to safety that involves them along with staff and other partners in their care. This includes referrals, admissions and discharge, and where people are moving between services.
- There is a strong awareness of the risks to people across their care journeys. The approach to identifying and managing these risks is proactive and effective. The effectiveness of these processes is monitored and managed to keep people safe.
- Care and support is planned and organised with people, together with partners and communities in ways that ensure continuity.

- The views of people who use services, partners and staff are listened to and taken into account.
- Policies and processes about safety are aligned with other key partners who are involved in people's care journey to enable shared learning and drive improvement.

I statements

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

- I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening.
- When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.

Subtopics this quality statement covers

- Continuity of safe care
- Safety during transitions (including from children to adult services)
- Referrals

Also consider:

- Partnership working

Related regulations

Regulated Activities Regulations 2014

- [Regulation 12: Safe care and treatment](#)
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- [Regulation 17: Good governance](#)

Also consider

- [Regulation 9: Person-centred care](#)

Best practice guidance

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

[Effective systems of health and care \(CQC\)](#)

Safety during transitions (including from children to adult services)

[Transition from children's to adults' services for young people using health or social care services \(NICE guidance \[NG43\]\)](#)

[Integrated health and social care for people experiencing homelessness \(NICE guidance \[NG214\]\)](#)

Local authority assessments

We consider this quality statement, safe systems, pathways and transitions, under [theme 3: how the local authority ensures safety within the system](#).