

# Safe and effective staffing

## Quality statement

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

We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people's individual needs.

## What this quality statement means

- There are robust and safe recruitment practices to make sure that all staff, including agency staff and volunteers, are suitably experienced, competent and able to carry out their role.
- Recruitment, disciplinary and capability processes are fair and are reviewed to ensure there is no disadvantage based on any specific protected equality characteristic.
- There are appropriate staffing levels and skill mix to make sure people receive consistently safe, good quality care that meets their needs.
- Staff receive training appropriate and relevant to their role.

- Staff receive the support they need to deliver safe care. This includes supervision, appraisal and support to develop, improve services and where needed, professional revalidation.
- Staff at all levels have opportunities to learn, and poor performance is managed appropriately.

## I statements

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

- I feel safe and am supported to understand and manage any risks.
- 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.
- If my treatment, including medication, has to change, I know why and am involved in the decision.
- I have considerate support delivered by competent people.
- I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.

## Subtopics this quality statement covers

- Safe recruitment (including DBS)
- Staffing levels and skills mix
- Skills and qualifications/revalidation
- Learning, development and competency
- Support, supervision
- Performance management

- [Volunteers and unpaid carers](#)

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 12: Safe care and treatment](#)
- [Regulation 18: Staffing](#)
- [Regulation 19: Fit and proper persons employed](#)

## Additional legislation

[Public Interest Disclosure Act 1998](#)

[The Protection of Freedoms Act 2012 \(Disclosure and Barring Service Transfer of Functions\) Order 2012](#)

[Safeguarding Vulnerable Groups Act 2006](#)

[Employment Rights Act 1996](#)

[Medical Act 1983](#)

[Nursing & Midwifery Council Legal Framework](#)

[Nursing and Midwifery Order 2001](#)

[The Pharmacy Order 2010](#)

## Best practice guidance

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

### Safe recruitment (including DBS)

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[DBS checks: detailed guidance \(Disclosure and Barring Service\)](#)

[DBS ID checking guidelines \(Disclosure and Barring Service\)](#)

[DBS eligibility guidance \(Disclosure and Barring Service\)](#)

[Right to work checks: an employer's guide \(UK Visas and Immigration and Immigration Enforcement\)](#)

## Support and supervision

[Stress and mental health at work \(HSE\)](#)

## Skills and qualifications/revalidation

[Standards of conduct, performance and ethics \(The Health and Care Professions Council\)](#)

[Standards of continuing professional development \(The Health and Care Professions Council\)](#)

[The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates \(Nursing & Midwifery Council\)](#)

[Standards for competence for registered nurses: Pre-2018 standards \(Nursing & Midwifery Council\)](#)

[Professional development \(Royal College of Nursing\)](#)

## Learning, development and competency

[The Oliver McGowan Mandatory Training on Learning Disability and Autism \(NHS England and Skills for Care\)](#)

## Staffing levels and skills mix

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[Safe staffing guidelines \(Nursing & Midwifery Council\)](#)

[Staffing Levels \(Royal College of Nursing\)](#)

## Performance management

[The Seven Principals of Public Life \(Committee on standards for public life\)](#)

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