

# Responding to people's immediate needs

## Quality statement

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

We listen to and understand people's needs, views and wishes. We respond to these in that moment and will act to minimise any discomfort, concern or distress.

## What this quality statement means

- People's needs, views, wishes and comfort are a priority and staff quickly anticipate these to avoid any preventable discomfort, concern or distress.
- Staff are alert to people's needs and take time to observe, communicate and engage people in discussions about their immediate needs. They find out how to respond in the most appropriate way to respect their wishes.
- Staff can quickly recognise when people need urgent help or support and use appropriate tools and technology to assist.

## I statements

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

- I am treated with respect and dignity
- I am supported to manage my health in a way that makes sense to me.

## Subtopics this quality statement covers

- Communication
- Anticipating need
- Responding quickly

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 9: Person-centred care](#)
- [Regulation 10: Dignity and respect](#)
- [Regulation 11: Need for consent](#)
- [Regulation 12: Safe care and treatment](#)

### Also consider

- [Regulation 16: Receiving and acting on complaints](#)

## Best practice guidance

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

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[Inspection Toolkit - Involving people \(Skills for Care\)](#)

[Inspection Toolkit: Information, communication and technology section \(Skills for Care\)](#)

[Human rights in health and social care \(Equality and Human Rights Commission\)](#)

Article 3 of the Human Rights Act protects people from torture and inhuman or degrading treatment or punishment, which could arise if people were left in pain, distress or discomfort, or by failing to maintain their dignity. Further information can be found in [Article 3: Freedom from torture and inhuman or degrading treatment \(Equality and Human Rights Commission\)](#).

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