

Workforce wellbeing and enablement

Quality statement

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

We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person centred care.

What this quality statement means

- People receive safe, effective and person-centred care as the provider recognises and meets the wellbeing needs of staff. These include the necessary resource and facilities for safe working, such as regular breaks and rest areas.
- People benefit from staff who have regular opportunities to provide feedback, raise concerns and suggest ways to improve the service or staff experiences. If necessary, leaders provide a timely and considered response.
- People's experience of a service is driven by a culture that normalises good wellbeing through inclusivity, active listening, and open conversations. This enables staff to do their job well and to be well.

- Staff are supported if they are struggling at work. This has a positive impact on the care they deliver to people.
- Staff have easy access to personalised support that recognises the diversity of a workforce with proactive and reactive measures.
- People are supported by staff who feel valued by their leaders and their colleagues. They have a sense of belonging and the ability to contribute to decision making.

I statements

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

- 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 in control of planning my care and support. If I need help with this, people who know and care about me are involved.

Subtopics this quality statement covers

- Support and wellbeing
- Unpaid carers & volunteers
- Lone working
- Caseloads/workload
- Staff safety (including sexual safety)

Related regulations

Regulated Activities Regulations 2014

- [Regulation 9: Person-centre care](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 17: Good governance](#)
- [Regulation 18: Staffing](#)

Best practice guidance

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

[Civility and Respect Programme \(NHS England\)](#)

[Health and wellbeing framework \(NHS England\)](#)

[Health worker safety: a priority for patient safety \(World Health Organisation\)](#)

[Just and learning culture charter \(NHS Resolution\)](#)

[Eight elements of positive staff experience \(NHS England\)](#)

[Evaluating your health and wellbeing programme \(NHS England\)](#)

[Developing and evaluating workplace health interventions: Employer toolkit \(NHS England\)](#)

[Wellbeing \(Skills for Care\)](#)

[Looking after your team's health and wellbeing guide \(NHS England Guidance\)](#)

[Our statement on modern slavery and human trafficking \(CQC\)](#)