**Safe**

**Safe**

**People are protected from abuse and avoidable harm**

**Effective**

**Effective**

**A person’s care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence**

**Caring**

**Caring**

**Staff involve and treat people with compassion, kindness, dignity and respect**

**Responsive**

**Responsive**

**Services are organised so that they meet people’s needs**

**Well led**

**Well led**

**The leadership, management and governance of the organisation assures the delivery of high-quality person-centred care, supports learning and innovation, and promotes an open and fair culture**