# CQC – Is your service Effective?

**By effective, we mean that people’s care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence. In residential care, this means that people are supported to live their lives in the way that they choose and experience the best possible health and quality of life outcomes.**

Good Health is attainable through providing high quality holistic care, which includes healthcare but also behavioural support, mental stimulation, engagement through activities etc. With regard to Healthcare services, Sekoia ensures all health data and observations relevant to a specific service user are recorded. This pertinent information is then used effectively in future planning of care so that it can consistently be made better, as it is based on the principle of pre-emptive care. Records of health vitals and medical appointments are also kept up to date. Any other patterns that may be observed to do with behaviour, diet, family contact, activities etc. are all noted where relevant, in order to ensure that well rounded support in all aspects of daily living may be provided to the service user.

Sekoia instils best practice by ensuring that all information required to deliver care is made available at the point of care itself. In addition, we also ensure that all Tasks are designated to staff based on their qualifications and thereby their role within the organisation. This ensures an effective work routine allowing for timely completion of all care duties by competent staff.

Sekoia ensures that all necessary information pertaining to legislation such as the Mental Capacity Act and the Deprivation of Libery Safeguards is made available in Instructions. Though the Observations application, there is also a provision for recording all DoLS requested in order to allow for a transparent system that reflects service users consent, in line with relevant legislation and guidance. The Plans feature may also be used for this purpose.

Sekoia ensures that Health Measurements such as residents weights, blood sugar levels etc. may be recorded and observed over a period of time in the form of charts/graphs in order to easily identify patterns or fluctuations. The system also has a provision for recording daily fluid intake. Also within observations staff are able to record any dietary concerns such as loss of appetite, excessive food intake along with consumption of any other substances that may have adverse effects for the service user. These could include sugar, alcohol etc. Observations may be tailored depending on the service users’ specific dietary requirements and stipulations. Recording and monitoring data on all these fronts will ensure the resident care tailored to their needs and choices.