# CQC – Is your service Responsive?

**By responsive, we mean that services are organised so that they meet people’s needs. In residential care, this means that people get the care they need, are listened to and have their rights and diverse circumstances respected.**

Sekoia ensures person-centred care and that all care tasks are tailored around the resident and not in keeping with the staff’s routine. By keeping service users at the centre of focus of the system and ensuring that all information pertaining to that resident is available to the carer at the point of care itself, this ensures the service users feel valued.

Sekoia is a cloud-based software. This means that any data recorded pertaining to a service user may never be lost or misplaced. Whenever there is a need to retrieve this data and make it available in a systematic format, it will be possible to do so.

The feature Tasks allow staff to obtain a bird’s eye view of not just the resident that they are attending to but also all others. This is a deliberate effort to ensure that all staff take collective responsibility for the work that they carry out within the home and share the duty of care.

Also, a feature such as Instructions, through the medium of pictures and videos works as a training guide to ensure that staff are furnished with the tools to deliver and receive care of a proficient level. All these practices collectively benefit the organisation as a whole - making it more efficient and responsive.