# CQC – Is your service Well-Led?

**By well-led, we mean that the leadership, management and governance of the organisation assure the delivery of high-quality, person-centred care, supports learning and innovation, and promotes an open and fair culture. In residential care, this means that management and leadership encourage and deliver an open, fair, transparent, supporting and challenging culture at all levels.**

Sekoia provides various stakeholders, in particular the Owners and Senior Management of the home - access to Reports and Management Information that clearly outline the level of care being provided within their organisation. They are able to easily access from any location in the world, vital information that demarcates where a service is exceptional and more importantly where its key areas for improvement are. The ability to better observe work practices over time and categorise this information in flexible formats proves extremely beneficial at Staff Meetings, One-to-One Supervisions and Staff Training days. The management is therefore better equipped to ascertain that a competent staff is delivering the desired care to the resident at the time needed. All these factors ensure that a service is led well from the top, no doubt leading to outstanding outcomes.

By keeping service users at the centre of focus and ensuring that all information pertaining to that resident is available to the carer at the point of care itself. The system can be used to empower the service users by involving them in the planning of their care should they have the capacity and willingness to do so. Ensuring they have a voice and that this is communicated in the task descriptions and their plans.

High quality holistic care includes healthcare, 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.

Through observing these practices consistently over a period of time and ongoing knowledge and information sharing, both staff and management develop a deeper understanding of the organisations strengths and weaknesses and can take active steps towards achieving best practice.

Sekoia has been created in a way that it places the service user at the centre of the system. It then branches out to the people that may be involved with that service user in various capacities. This includes the care staff and management, the family/relatives, activity co-ordinators, medical practitioners etc. It has the flexibility to accommodate as many people as are pertinent to delivering the highest quality of care to the resident.