

# Assessing needs

## Quality statement

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

We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

## What this quality statement means

- People are involved in the assessment of their needs, and support is provided where needed to maximise their involvement.
- People are confident that their individual needs have been appropriately assessed and are fully understood.
- People's communication needs are assessed and met to maximise the effectiveness of their care and treatment.
- People's needs are assessed using a range of assessment tools to ensure their needs are reflected and understood.
- Assessments consider the person's health, care, wellbeing, and communication needs, to enable them to receive care or treatment that has the best possible outcomes.

- Assessments are up-to-date and staff understand people's current needs.
- People's care needs are routinely reviewed.
- The needs of carers of people using services are also assessed and met. This supports their health and wellbeing in their carer roles and helps them to provide safe and effective care to the people they support.

## I statements

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

- I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.
- I have care and support that is co-ordinated, and everyone works well together and with me.
- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.

## Subtopics this quality statement covers

- Assessing people's needs (including accessibility and communication needs)
- Person-centred approach
- Carer assessments/support
- Care planning
- Clinical assessment tools

## Related regulations

Regulated Activities Regulations 2014

---

- [Regulation 9: Person-centred care](#)
- [Regulation 12: Safe care and treatment](#)

## Also consider

- [Regulation 10: Dignity and respect](#)
- [Regulation 11: Need for consent](#)
- [Regulation 17: Good governance](#)

## Additional legislation

[Mental Health Act 2007](#)

[Mental Capacity Act 2005](#)

[Children and Families Act 2014](#)

## Best practice guidance

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

[COVID-19 rapid guideline: managing COVID-19 \(NICE guidance \[NG191\]\)](#)

## Assessing people's needs (including accessibility and communication needs)

[Disabled children and young people up to 25 with severe complex needs: integrated service delivery and organisation across health, social care and education \(NICE guidance \[NG213\]\)](#)

[Falls in older people \(NICE guidance \[QS86\]\)](#)

---

[Service user experience in adult mental health- improving the experience of care for people using adult NHS mental health services \(NICE guidance \[CG136\]\)](#)

[Mental health problems in people with learning disabilities: prevention, assessment and management \(NICE guidance \[NG54\]\)](#)

[Care and support of people growing older with learning disabilities \(NICE guidance \[NG96\]\)](#)

[Learning disability: behaviour that challenges \(NICE guidance \[QS101\]\)](#)

[Hearing loss in adults - assessment and management \(NICE guidance \[NG98\]\)](#)

[Integrated health and social care for people experiencing homelessness \(NICE guidance \[NG214\]\)](#)

## Person-centred approach

[Personalisation: Personalisation implications for... all service user groups \(SCIE\)](#)

[Personalisation: Personalisation implications for specific groups \(SCIE\)](#)

[Dementia: assessment, management and support for people living with dementia and their carers \(NICE guidance \[NG97\]\)](#)

## Care planning

[Older people with social care needs and multiple long-term conditions \(NICE guidance \[NG22\]\)](#)

[Social work with adults experiencing complex needs \(NICE guidance \[NG216\]\)](#)

[Transition from children's to adults' services \(NICE guidance \[QS140\]\)](#)

---

[Quality statement 3: Oral health in care plans \(NICE guidance \[QS139\]\)](#)

## Clinical assessment tools

[National Early Warning Score \(NEWS\) \(NHS England\)](#)

## Carer assessments and support

[Supporting adult carers \(NICE guidance \[QS200\]\)](#)

---

# Local authority assessments

We consider this quality statement, assessing needs, under [theme 1: working with people](#).

© Care Quality Commission