

Improving standards and outcomes for people who use services

Statutory guidance 15.9

Outcome measures of the quality of services being provided, such as those detailed in the Health and Social Care Standards should be considered; identifying trends and exploring whether staffing has had an impact. The emphasis should be on identifying how standards and outcomes for people using services could be improved.

Documents you may consider:

- [Health and Social Care Standards: My Support, my life](#)
- [Safer recruitment guidance 2023](#)
- [National health and wellbeing outcomes framework](#)
- [SSSC Codes of Practice for Social Service Workers and Employers](#)
- [NMC: The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates](#)
- [The Health and Care Professions Council \(HCPC\)](#)