# CQC – Is your service Caring?

**By caring, we mean that staff involve and treat people with compassion, kindness, dignity and respect. In residential care, this means that people, their families and carers experience care that is empowering and provided by staff who treat people with dignity, respect and compassion.**

Sekoia was created with the purpose of giving time ’Back to Caring’. We understand that positive caring relationships take time to nurture and this can only be done if this valuable time is freed up from staff. Therefore, the system is designed to be intuitive and quick, so that care can be recorded in an accurate and fast way, thereby allowing carers to spend more time with the people using the service.

Sekoia puts the service user back at the centre of care. Foremostly, by ensuring that information pertaining to the service user’s care is made available on their screen or at the point of care itself. Also by making sure care task descriptions and plans are written in first person from the perspective of the service user so that it serves as a reminder to everyone that care must be provided with focus on the service user’s consent, needs, preferences and choices.

Sekoia ensures that all information regarding the service user is maintained confidentially and only made available on a need-to-know basis. Also, the service user’s choices and preferences are at the forefront when creating the care tasks and their descriptions to ensure that all staff are aware of this. These descriptions also take into account the level of independence that a service user can exercise when carrying out certain tasks, so that they are only assisted when required. These features ensure that a service users privacy and dignity are kept focus points for the organisation.

Care Tasks and Plans are reviewed periodically in order that any change in needs is taken into account and daily tasks and routines for the service user are amended accordingly. This enables all staff members to be aware of the service user’s choice in how they wish to be treated especially towards the end of their life. Sekoia also ensures that End of Life Plans are made available and choices pertaining to DNAR’s etc. are able to be recorded and reviewed.

Also, by trying to ensure that residents have some sort of involvement with their own care, we try to give them back control of their lives and put them at the centre of our purpose. These tools collectively shape the mindset of the caregiver and allow them to keep care at the core of each day.