

## WHAT AN INSPECTOR WANTS TO HEAR FROM YOU

Inspectors aren't looking for clever answers. They are listening for the **person** behind the words.

**They might ask:** 'Tell me about a resident you're looking after today.'

**They want to hear:** Their **preferred name**, one thing about their life, what matters to them.

**They might ask:** 'What would you do if you saw a colleague being unkind?'

**They want to hear:** That you would speak up — and how.

**They might ask:** 'How do you know what matters to this person?'

**They want to hear:** That you asked, listened, and remembered.

### THE PHRASE TO REMEMBER

When you're worried about a resident or a colleague, start with:

***"I'm worried because..."***

### IF SOMETHING ISN'T RIGHT

Tell someone in a position to act, within 24 hours. Start with:

***"I might be wrong, but I have to say it."***

## THE 6 C'S

<b>CARE</b>	doing the right thing for this person
<b>COMPASSION</b>	letting how they feel change what you do
<b>COMPETENCE</b>	knowing your job, asking when you don't
<b>COMMUNICATION</b>	talking and listening clearly
<b>COURAGE</b>	speaking up when something is wrong
<b>COMMITMENT</b>	keeping promises, large and small

*Use every shift. Practise one a day.*

## MY SHIFT SELF-CHECK

### Before I go home, have I...

- called every resident by their preferred name?
- sat or crouched to eye level at least once today?
- noticed one new thing about one resident?
- said 'I'm worried because...' if something didn't feel right?
- kept every small promise I made today?
- left every room how the person would want it left?

### HAVE I LOOKED AFTER ME?

- Eaten properly. Drunk water.
- Sat down for more than 3 minutes.
- Laughed at least once.
- Spoken to a colleague about a hard moment.
- Said 'I did okay today' to myself.

### IF YOU REMEMBER NOTHING ELSE

Residents won't remember what you said. They will remember how you made them feel when you opened the door, said their name, and sat down.

## ONE LAST THING

You came into care for a reason. Hold onto it. The 6 C's, the policies, the procedures — all of it is just a way of describing what you already knew the day you decided to do this work.

***Thank you for what you do.***

# WHAT CARING LOOKS LIKE

*a pocket guide for frontline carers*

**CARE  
COMPASSION  
COMPETENCE  
COMMUNICATION  
COURAGE  
COMMITMENT**

Built around the 6 C's and the CQC 'Caring' key question

*Keep in your pocket. Use every shift.*

# THE 6 C'S — ON A SHIFT

what each one looks like, what residents say, and what you can try today

## C CARE

**What it means.** Doing the right thing, at the right time, for **this person** — not the task or the room number.

*What they say:* “I feel looked after, not processed.”

**Try this:** Knock and wait. Sit or crouch to eye level. Explain before you do. Ask one thing that isn't about the task.

## C COMPASSION

**What it means.** Noticing how someone feels and letting it change what you do. Sometimes called **intelligent kindness**.

*What they say:* “Someone here really sees me.”

**Try this:** When they're upset, sit down. Don't fill silence. ‘That sounds really hard.’ Then stop talking.

### REMEMBER

*Care without compassion is just a task.  
Compassion without care is just a feeling.*

*Care is doing. Compassion is feeling.*

## C COMPETENCE

**What it means.** Knowing your job and doing it safely. Being honest when you don't know — and finding out.

*What they say:* “I trust the people looking after me.”

**Try this:** Read the care plan **before** your shift, not during. Never do a task you haven't been trained on.

## C COMMUNICATION

**What it means.** Talking and listening in ways that respect, include, and inform. Never talk **over** a resident.

*What they say:* “People explain things to me, not over me.”

**Try this:** Replace ‘they're fine’ with one specific thing you noticed today.

### REMEMBER

*Competence makes you safe.  
Communication makes you trusted.*

*Competence is knowing. Communication is connecting.*

## C COURAGE

**What it means.** Doing the right thing when it's hard — speaking up, owning a mistake, asking for help.

*What they say:* “I am safe because someone here is brave.”

**Try this:** Speak early. The smaller the concern, the easier to raise. Use: ‘I might be wrong, but...’

## C COMMITMENT

**What it means.** Showing up at the same standard whether it's Monday morning or Friday night. Keeping small promises.

*What they say:* “The care here is the same on Sunday as Wednesday.”

**Try this:** Don't promise unless you mean it. Once you have, keep it — even at small cost to yourself.

### REMEMBER

*Courage is usually quiet.  
Commitment is what people remember.*

*Courage is speaking. Commitment is staying.*