

Sit&See® is an observation tool that teaches practical skills that will enable you and your organisation to measure care and compassion. The results can then be used to demonstrate improved outcomes to regulators and families.

| Guidance document | Key outcome from the guidance document | How Sit&See® supports evidence for the guidance |
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| Care Quality Commission Fundamental Standards | | |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 9 Person-Centred Care Relevant sections 9(3)(C) helping Regulation 9 person-centred care 9(3)(D) 9(3)(F) 9(3)(I) | Sit&See® Units 1 to 4 enable staff to understand verbal and non-verbal communication and the impact this has on service users. It also helps them understand how they can respond to a staff member. Units 5 to 8 of the Sit&See® Programme enables staff to see how verbal and non-verbal communication directly impacts on a service user’s feeling of self-worth and their ability to respond. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 10 Dignity and Respect 10(1) 10(2)(A) 10(2)(B) | Sit&See® Units 1 to 4 enable staff to review and understand how subtle alterations in verbal and non-verbal communication will have a direct impact on the service user’s feelings of self-worth and wellbeing. Unit 5 to 8 enable the worker to experience, observe, and learn, how to observe the demonstration of dignity and respect in other workers. The worker will also learn to reflect on their own practice. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 11 Need for Consent 11(1) | Sit&See® Units 5 to 8 enables the worker to recognise and understand how consent is obtained or how staff act in the best interest for the smallest aspects of care and support. By embedding best practice at this level, staff demonstrate an intrinsic understanding of consent at every level of the service user’s life. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 12 Safe Care and Treatment | All units of the Sit&See® Programme support the worker’s understanding of safe care and treatment from the perspective of how tiny actions, inferences, or comments can enable positive, least-restrictive risk taking. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 13 Safeguarding 13(1) 13(2) | Staff completing the Sit&See® Observation Certificate will have a deeper understanding of the risks of organisational and psychological abuse, neglect and restraint. Staff learn to see and understand any subtle |

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| | 13(4)(A)(B)(C) 13(5)(A) | embedded or nuanced practices that directly impact on the culture of care or individual staff practice. Certified observers have the confidence to report concerns as they are equipped with the knowledge and skills to evidence any concerns. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 14 Nutrition and Hydration 14(3) 14(4)(C) 14(4)(D) | The Sit&See® tool enables workers to evaluate whether concerns regarding a service user’s nutrition and hydration needs are affected by how staff offer and encourage the service user. Nutritional records simply record the type of food and quantity. The Sit&See® tool enables the care plan to advise on communication and psychological approaches to support the service users to enhance food and nutrition intake. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 16 Receiving and Acting on Complaints Regulation 16(1) | Certified observers will have the skills to respond appropriately using positive verbal, non-verbal, and nuanced communication skills to service users or others when dissatisfaction is expressed. Sit&See® observation records will enable providers to monitor how subtle responses enhance or detract from the service users’ right to express dissatisfaction. Sit&See® observations can be used to gather information, to identify whether there are concerns regarding the general culture of care, or whether there are concerns regarding specific staff members in respect of responding to complaints and concerns. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 17 Good Governance 17(2)(A) 17(2)(B) | The Sit&See® tool can be used as a regular audit tool to assess, monitor, and improve the quality of services provided. The tool specifically enables audit of care, compassion, and the culture of care. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 17 Good Governance Regulation 17(2)(E) | Providers can work with peer units or other larger providers and undertake Sit&See® observations as part of peer review and quality cycle initiatives. |
| <i>Care Quality Commission Fundamental Standards</i> | Regulation 18 Staffing 18(1) | Certified observers will have enhanced knowledge and skills regarding care, compassion, and culture of care. Sit&See® observation can be |

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| | 18(2)(A) 18(2)(C) | used as an objective observation tool for workers undertaking any aspect of training related to direct service user support and care. The Sit&See® observation record can be used as evidence in portfolios and of learning. A Sit&See® observation record can also be used as evidence for professional feedback as part of the registered nurse re-validation process. |
| Care Certificate Framework | | |
| <i>The Care Certificate Framework</i> | Standard 1 Understand Your Role 1.4 C 1.4 D | Care and compassion, and approaches to communication apply to staff, colleagues, as well as service users. The tool can be used (with the student's knowledge) to observe and record verbal and non-verbal interactions in the workplace. |
| <i>The Care Certificate Framework</i> | Standard 2 Personal Development | Sit&See® observation can be used as evidence for discussion and reflection by giving students clear evidence of their practices. This enhances their confidence and supports focus reflection, practice development, and understanding. |
| <i>The Care Certificate Framework</i> | Standard 4 Equality and Diversity 4.26B | The Sit&See® tool will enable the observer to capture cultural and relationship approach in appropriate interactions or highlight large or small but significant verbal and non-verbal communication which demonstrates poor respect of beliefs, culture, values, or preferences. |
| <i>The Care Certificate Framework</i> | Standard 5 Work in a Person-Centred Way 5.1 5.3 5.5 5.5 5.6 | Sit&See® observation can be used to record how a staff member demonstrates person centred care by their actions and not simply words. The observer can record how the staff member approaches the service user, how they help them to achieve a pleasant environment and how the worker engages with the service user on an equal, adult to adult level. The observer can record how the worker attends to the service user willingly and demonstrates a desire to help them. |

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| <i>The Care Certificate Framework</i> | Standard 8 Communication 6.1 6.3 6.4 | Sit&See® observation can be used to record how staff communicate nonverbally, by their actions, their tone of voice and other perilingual approaches. The tool will enable qualitative evidence to feedback and celebrate positive approaches as well as enabling rectification and self-awareness of negative approaches. |
| Sit&See® as a primary restraint reduction tool | | |
| <p><i>MAPA Certificate to support:</i></p> <p><i>QCF 600/7890/X Level 4 Award: 'Managing Aggressive and Challenging Behaviour in the Workplace' (This is the qualification for front line staff).</i></p> <p><i>QCF 601/1975/5 Level 4 Award: 'The Instruction of Managing Aggressive and Challenging Behaviour in the Workplace' (This is the qualification for all MAPA® Certified Instructors).</i></p> | MAPA Unit 1: Crisis Development Model | <p>MAPA® has a foundation of human rights-based practice, underpinned by the core professional values of Care, Welfare, Safety and Security for all.</p> <p>The Sit&See® Tool will enable the observer to record the overall culture of care, attitude and approach of staff. The Milieu of an environment that affects the development of negative energy in an environment.</p> |
| | MAPA Unit 2: Non-verbal Communication | The Sit&See® Tool will enable to the observer to record nonverbal messages given by staff, celebrate positive approaches and rectify poor nonverbal communication. |
| | MAPA Unit 3 Verbal and Paraverbal Communication | The Sit&See® Tool will enable the observer to record how staff deliver care and support and how this influence the response for a service user |
| | MAPA Unit 5 Precipitating Factors | The Sit&See® Tool will enable the observer to capture and record how small, seemingly insignificant actions by staff can culminate in a negative response form a service user. The information from a Sit&See® observation can be used as a baseline of practice and to monitor the |

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| | | impact of improving staff's understanding of culture, attitude and approaches. |
| | MAPA Unit 6: Fear and Anxiety | The Sit&See® will enable the observer to record how approaches of staff can cause fear and anxiety and how positive care and compassion can be used as a de-escalation approach. |
| Qualifications and Credit Framework & Vocational Qualifications | | |
| <i>QCF Awards Qualifications and Credit Framework & Vocational Qualifications</i> | Vocational qualifications refer to work-related qualifications. They are designed to enable the learner to acquire knowledge and skills that are required by the national occupational standards (NOS) to be able to perform a particular job. | The Sit&See® Tool can be used as part of the assessment process for any Vocational qualifications from levels 1-8 when an observation of practice is required. As Care and Compassion is central to all Health, Social Care and Educational approaches to practice the Sit&See® Tool is an objective record to demonstrate that the learner not only has particular knowledge and skills but can deliver care, support or education in a compassionate and person-centred manner. |
| Nursing and Midwifery Council code of Practice and revalidation | | |
| <i>NMC Revalidation The NMC Code Prioritise People</i> | The Registered Nurse must have obtained five pieces of practice-related feedback in the three-year period since the registration was last renewed. | The Sit&See® Tool can be used to obtain practice related feedback by the Registered Nurse. The Tool records and celebrates objective evidence of care and compassion, central to the role of the registered nurse. |