

Care Quality Commission (CQC) provider information return (PIR): residential care home example



Location information

Advice

This information will be pre-populated based on the information provided when your service was first registered with the CQC:

Location number	
Location name	
Address of your location	
Postcode	
Provider number (organisation number)	
Provider name	
Organisation type	

Respondent information

Advice

This is additional information that you'll need to provide about yourself and your service:

Name	
Phone number	
Email address	
Website address	

Main questions

1. Successes and barriers to good care

Successes

1. Describe what is going well and the impact this is having on people using your service

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE W1 – Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?
- KLOE W4 – How does the service continuously learn, improve, innovate and ensure sustainability?

Advice

Focus on delivery – what's important here is that you describe the impact your service is having on people's lives. The CQC would also like you to include specific, anonymised examples of how you're meeting this question and any innovative practice you use. You could write about success stories with individual service users or organisational changes that positively affect all of your clients.

Have a think about recent changes – for example, a return to face-to-face visits and the impact that has had. Have you managed to put any other changes into effect regarding visits that would be useful to mention here? Is there an improvement that's come about as a result of a change you've made to your service? Describe what this is and how you came to implement it.

1. Successes and barriers to good care

(Question 1 – Answer sheet)

1. Successes and barriers to good care

Barriers to good care

2. Describe the barriers that you are facing that make it difficult to provide good quality care to people using your service

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE W1 – Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?
 - KLOE W4 – How does the service continuously learn, improve, innovate and ensure sustainability?
-

Advice

Barriers can include things beyond your direct control, including issues with geography, building design, aspects related to COVID-19 etc.

You should give the CQC a clear understanding of issues you face and information on how you've addressed them, or plan to address them. Don't forget to consider the impact these barriers have on outcomes for people using your service.

1. Successes and barriers to good care

(Question 2 – Answer sheet)

2. People who use the service

Number of people

2.1 How many people are currently receiving support with regulated activities as defined by the Health and Social Care Act from your service?

Related KLOEs

- KLOE S2.3 – Are people's records accurate, complete, legible, up-to-date, securely stored and available to relevant staff so that they support people to stay safe?

2.2 How many people have you served notice on to leave your service in the past 12 months solely due to a change in their care needs?

Related KLOEs

- KLOE R1 – How do people receive personalised care that is responsive to their needs?

2.3 How many people have you served notice on to leave your service in the past 12 months for any other reason?

Related KLOEs

- KLOE R1 – How do people receive personalised care that is responsive to their needs?
- KLOE R2.4 – How are people who raise concerns or complaints protected from discrimination, harassment or disadvantage?

2. People who use the service

Number of people

2.3a What were those other reasons?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE E1.2 – What processes are in place to ensure there is no discrimination, including in relation to protected characteristics under the Equality Act, when making care and support decisions?
- KLOE R2.4 – How are people who raise concerns or complaints protected from discrimination, harassment or disadvantage?

2. People who use the service

(Question 2.3a – Answer sheet)

2. People who use the service

Care needs and preferences

2.4 How many people with the following dependencies do you currently support?

Dementia	
Drug or alcohol misuse	
Eating disorders	
Learning disabilities or autistic spectrum disorder	
Mental health needs	
People detained under the Mental Health Act	
Physical disabilities	
Sensory impairments	

Related KLOEs

- KLOE E1.1 – Are people’s physical, mental health and social needs holistically assessed, and is their care, treatment and support delivered in line with legislation, standards and evidence-based guidance, including NICE and other expert professional bodies, to achieve effective outcomes?

2. People who use the service

Care needs and preferences

2.5 How many people who use your service are there in each of the following age categories?

0 to 17 years	
18 to 24 years	
25 to 64 years	
65 to 74 years	
75 to 84 years	
85 to 94 years	
95 years and over	

Related KLOEs

- KLOE E1.1 – Are people’s physical, mental health and social needs holistically assessed, and is their care, treatment and support delivered in line with legislation, standards and evidence-based guidance, including NICE and other expert professional bodies, to achieve effective outcomes?

2. People who use the service

Care needs and preferences

2.6 How many people are currently nursed or cared for in bed?

Related KLOEs

- KLOE E1.1 – Are people’s physical, mental health and social needs holistically assessed, and is their care, treatment and support delivered in line with legislation, standards and evidence-based guidance, including NICE and other expert professional bodies, to achieve effective outcomes?

Advice

This applies to people who are in their beds all the time.

2.7 Do people who use your service have any specific communication needs or preferences?

Tick one option

☐ Yes

☐ No

Related KLOEs

- KLOE C1.3 – Do staff seek accessible ways to communicate with people when their protected and other characteristics under the Equality Act make this necessary to reduce or remove barriers?

2. People who use the service

Care needs and preferences

2.7a How have you met these needs?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE C1.3 – Do staff seek accessible ways to communicate with people when their protected and other characteristics under the Equality Act make this necessary to reduce or remove barriers?
 - KLOE R1.5 – How does the service identify and meet the information and communication needs of people with a disability or sensory loss? How does it record, highlight and share this information with others when required, and gain people's consent to do so?
-

Advice

Give real examples of communication needs within your service and what how you've met these e.g., British Sign Language training for staff.

2. People who use the service

(Question 2.7a - Answer sheet)

2. People who use the service

Care needs and preferences

2.8 How many people who use your service are non-verbal?

Related KLOEs

- KLOE C1.3 – Do staff seek accessible ways to communicate with people when their protected and other characteristics under the Equality Act make this necessary to reduce or remove barriers?

2.9 How many of the people who use your service are assessed to be at risk of malnutrition or dehydration?

Related KLOEs

- KLOE E3.4 – How are risks to people with complex needs identified and managed in relation to their eating and drinking?

2. People who use the service

Restrictions and restraints

2.10 How many people have restraints or restrictions in their care plans?

Related KLOEs

- KLOE E7.6 – How does the service promote supportive practice that avoids the need for physical restraint?
Where physical restraint may be necessary, how does the service ensure that it is used in a safe, proportionate, and monitored way as part of a wider person-centred support plan?
- KLOE E7.7 – Do staff recognise when people aged 16 and over, who lack mental capacity, are being deprived of their liberty, and do they seek authorisation to do so when they consider it necessary and proportionate?

Advice

Examples of restraint include:

- Holding service users whilst providing care
- Holding residents to stop them harming themselves
- Using bedrails or wheelchair straps to keep people safe
- Giving residents medication to calm them down.

2. People who use the service

Restrictions and restraints

2.10 *Continued*

Advice

Examples of restriction include:

- Stopping residents going out by locking doors
- Making sure there's always someone with clients when they go out
- Taking things away that could cause harm
- Restricting residents' contact with other people, including friends and family.

2.11 How many incidents of restraint have you recorded in the past 12 months?

Related KLOEs

- KLOE S2.7 – How do staff seek to understand, prevent and manage behaviour that the service finds challenging?
How are individuals supported when their behaviour challenges?
How well does this align with best practice?
- KLOE E7.6 – How does the service promote supportive practice that avoids the need for physical restraint? Where physical restraint may be necessary, how does the service ensure that it is used in a safe, proportionate, and monitored way as part of a wider person-centred support plan?

Advice

Only count incidents of restraint, not restriction.

2. People who use the service

Restrictions and restraints

2.12 Are there any restrictions or special arrangements on friends or relatives visiting people?

Tick one option

☐ Yes

☐ No

Related KLOEs

- KLOE C3.6 – Are people's relatives and friends made to feel welcome and able to visit without being unnecessarily restricted?

2.12a What are these?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE C3.6 – Are people's relatives and friends made to feel welcome and able to visit without being unnecessarily restricted?

Advice

Give clear reasoning for any arrangements over the past 12 months. Describe how any measures in place have been discussed with family and friends, and agreed together.

2. People who use the service

(Question 2.12a – Answer sheet)

2. People who use the service

Equality, diversity and human rights

2.13 How do you make sure you meet the Accessible Information Standard?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE C1.3 – Do staff seek accessible ways to communicate with people when their protected and other characteristics under the Equality Act make this necessary to reduce or remove barriers?
- KLOE R1.5 – How does the service identify and meet the information and communication needs of people with a disability or sensory loss? How does it record, highlight and share this information with others when required, and gain people's consent to do so?

Advice

The Accessible Information Standard (AIS) covers the needs of people with any kind of sensory loss or learning disability that affects their ability to communicate, including your clients, their visitors and your staff. For example, people who have aphasia, autism or a mental health condition.

Provide examples of how you meet these standards, including how you identify, record, flag and share information.

Describe how you know your staff understand AIS, detailing any training and internal processes you have for this.

2. People who use the service

(Question 2.13 – Answer sheet)

2. People who use the service

Equality, diversity and human rights

2.14 Please state whether you have carried out any specific work in the past 12 months to ensure or improve care quality for people in relation to the following protected equality characteristics?

Tick all that apply or none of the above

- ☐ Age
- ☐ Disability
- ☐ Gender
- ☐ Gender reassignment
- ☐ Race
- ☐ Religion or belief
- ☐ Sexual orientation
- ☐ None of the above

Related KLOEs

- KLOE R1.2 – How does the service make sure that a person's care plan fully reflects their physical, mental, emotional and social needs including on the grounds of protected characteristics under the Equality Act? These should include their personal history, individual preferences, interests and aspirations, and should be understood by staff so people have as much choice and control as possible.

2. People who use the service

Equality, diversity and human rights

2.15 What specific work have you undertaken in the past 12 months to ensure your service meets the needs of people using your service with protected equality characteristics and what impact has this had?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE S1.3 – What processes are in place to ensure there is no discrimination, including in relation to protected characteristics under the Equality Act, when making care and support decisions?
- KLOE R1.2 – How does the service make sure that a person's care plan fully reflects their physical, mental, emotional and social needs including on the grounds of protected characteristics under the Equality Act? These should include their personal history, individual preferences, interests and aspirations, and should be understood by staff so people have as much choice and control as possible.

Advice

Protected equality characteristics are age, disability, gender, gender reassignment, race, religion or belief, and sexual orientation.

Think about how your service may have helped a resident in the last year in relation to any of the characteristics above e.g., ensured a wheelchair was repaired, helped someone to attend a religious service, arranged for a benefits check etc.

Provide client examples for as many protected characteristics as you can and the impact your service has had on their care. Include reference to updated care plans and how you ensure staff know how to best support clients.

2. People who use the service

Equality, diversity and human rights

2.15 *Continued*

Advice

Describe how you ensure that no discrimination takes place when protecting people's protected characteristics. Do you have any examples that demonstrate the non-discriminatory stance of your service?

2. People who use the service

(Question 2.15 – Answer sheet)

2. People who use the service

Equality, diversity and human rights

2.16 What specific work have you undertaken in the past 12 months to ensure equality and inclusion for your workforce and what impact has this had?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE W1.9 – How does the organisation promote equality and inclusion within its workforce?

Advice

This is about your staff only.

Detail the processes you've got in place to ensure there's no discrimination of protected characteristics. Try to reference HR policies, training and recruitment decisions here.

Can you give examples of what you've done that demonstrate that all staff are treated fairly and equally? Think about each staff member in turn and any actions or adjustments you've put in place for them.

2. People who use the service

(Question 2.16 – Answer sheet)

2. People who use the service

Equality, diversity and human rights

2.17 How do you ensure your staffing is sufficient in numbers and quality to meet all the needs of those you care for?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE S3.1 – What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?
- KLOE E2.1 – Do people have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience?
- KLOE C3.4 – How does the service take people's preferences and needs and their protected and other characteristics under the Equality Act into account when scheduling staff?

Advice

Detail any tool or recognised approach you use to estimate sufficient staffing levels.

Describe your process for setting out your rota – how do you ensure it meets the needs of your residents on any given day?

Describe how you currently assess staff skills and how you use training needs analysis to identify development gaps. Do you create personalised development or training plans to help staff acquire these skills?

2. People who use the service

(Question 2.17 – Answer sheet)

2. People who use the service

Equality, diversity and human rights

2.18 What practical examples can you give as to how you and your workforce implement and apply human rights principles (fairness, respect, equality, dignity and autonomy) to your service and the impact this has had?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE E2 – How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
- KLOE R1.2 – How does the service make sure that a person's care plan fully reflects their physical, mental, emotional and social needs including on the grounds of protected characteristics under the Equality Act? These should include their personal history, individual preferences, interests and aspirations, and should be understood by staff so people have as much choice and control as possible.
- KLOE W1.6 – Does the service have, and keep under review, a clear vision and a set of values that includes a person-centred culture, involvement, compassion, dignity, independence, respect, equality, wellbeing and safety? How do leaders make sure these are effectively embedded into practice? Do all staff understand and promote them?

Advice

The Human Rights Act underpins the entire approach to caring for others. The purpose of this question is to demonstrate how you may have used the principles of human rights in your service, for both residents and staff. For example, you may use the FREDA (fairness, respect, equality, dignity and autonomy) principles when planning and delivering services, and when you're writing staff-related policies.

2. People who use the service

Equality, diversity and human rights

2.18 *Continued*

Advice

The key to this question is practical examples – try to include one for each principle. Examples could include how fairness is applied to the rotas, or how people are treated with dignity and respect.

2. People who use the service

(Question 2.18 – Answer sheet)

2. People who use the service

Funding

2.19 How many of the people who use your service
(i) are funded in full or in part by their local authority,
or (ii) receive NHS Continuing Health Care?

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Related KLOEs

- KLOE E1 – Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
- KLOE W4.5 – How does the service measure and review the delivery of care, treatment and support against current guidance?
- KLOE W5.1 – How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?

Advice

Include people here even if they pay user charges towards local authority funded care, pay using a local authority personal budget, or have someone paying a third-party top-up on their behalf.

2. People who use the service

Funding

2.20 How many other people use your service?

Related KLOEs

- KLOE W4.5 - How does the service measure and review the delivery of care, treatment and support against current guidance?

Advice

These people will be self-funded or charity-funded, including those in receipt of NHS Funded Nursing Care, and those paying the full cost through their local authority.

3. Services you provide

Video monitoring cameras

3.1 Have you used video monitoring cameras at your location in the past 12 months?

Tick one option

☐ Yes

☐ No

Related KLOEs

- KLOE E1.3 – How is technology and equipment used to enhance the delivery of effective care and support, and to promote people's independence?

3.1a How have you used them?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE E1.3 – How is technology and equipment used to enhance the delivery of effective care and support, and to promote people's independence?
- KLOE R1.6 – How is technology used to support people to receive timely care and support? Is the technology (including telephone systems, call systems and online/digital services) easy to use?

Advice

State why you've used video cameras and how you've used any images obtained from them.

3. Services you provide

(Question 3.1a – Answer sheet)

4. Staff

Staff numbers

4.1 How many people are directly employed and deliver regulated activities at your service as part of their daily duties?

Related KLOEs

- KLOE S3 – How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

4.2 How many staff have left your service in the past 12 months?

Related KLOEs

- KLOE S3.1 - What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?

4.3 How many staff vacancies do you have?

Related KLOEs

- KLOE S3 – How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

4. Staff

Staff numbers

4.4 How many full-time equivalent posts do you employ?

Related KLOEs

- KLOE S3 – How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

4.5 How many hours of care have agency staff provided in the past 28 days?

Related KLOEs

- KLOE S3 – How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

Training and qualifications

4.6 How many of your current staff have completed the Care Certificate?

Related KLOEs

- KLOE E2.3 – Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?

4. Staff

Training and qualifications

4.7 How many of your current staff have achieved a relevant Level 2 (or above) qualification?

Related KLOEs

- KLOE E2.3 – Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?

Advice

This could be an NVQ or Diploma in Health and Social Care.

4.8 How many of your care staff have a named person that provides them with regular one to one supervision?

Related KLOEs

- KLOE E2.3 – Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?

5. Commissioners and partnerships

Commissioners

5.1 Tell us which organisations commission care from you and how many people they commission care for

Select the number of commissioners	0 1 2 3 4 5 6 7 8 9 10
Commissioning organisation 1	Name: Number of people:
Commissioning organisation 2	Name: Number of people:
Commissioning organisation 3	Name: Number of people:
Commissioning organisation 4	Name: Number of people:
Commissioning organisation 5	Name: Number of people:
Commissioning organisation 6	Name: Number of people:
Commissioning organisation 7	Name: Number of people:
Commissioning organisation 8	Name: Number of people:
Commissioning organisation 9	Name: Number of people:
Commissioning organisation 10	Name: Number of people:

5. Commissioners and partnerships

Commissioners

5.1 *Continued*

Related KLOEs

- KLOE W5.1 – How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?

Advice

List all the key organisations that commission care and support for people at your service, including local authorities, NHS trusts, clinical commissioning groups and so on. Note, the CQC may contact them to seek their views on your service.

5. Commissioners and partnerships

Commissioners

5.1a Please give the name and number of people for all other organisations that are currently commissioning care from you, if any, in the box below

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE W5.1 – How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?
-

Advice

You'll only need to enter information here if there are other organisations that also place people with your service e.g., charities.

5. Commissioners and partnerships

(Question 5.1a – Answer sheet)

5. Commissioners and partnerships

Partnerships

5.2 How do you work in partnership with other specialist services (for example, speech and language, dementia, tissue viability, nutrition and reablement services)?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE E4 – How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?
 - KLOE W5.1 – How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?
 - KLOE W5.2 – Does the service share appropriate information and assessments with other relevant agencies for the benefit of people who use the service?
-

Advice

Describe how these relationships work and how you maintain them.

Detail how you share information such as care records with relevant specialists, such as district nurses, GPs etc.

5. Commissioners and partnerships

(Question 5.2 – Answer sheet)

6. Quality assurance and risk management

Infection prevention and control

6.1 How do you minimise the risk of infection at your service?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE S5 – How well are people protected by the prevention and control of infection?
-

Advice

This is about all types of infection.

Include things that you've learnt from the COVID-19 pandemic. Describe training, cleaning regimes, use of PPE, procurement of PPE, management of people entering and leaving the building and use of ventilation.

Consider other infection types and how these are managed. What processes are in place?

6. Quality assurance and risk management

(Question 6.1 – Answer sheet)

6. Quality assurance and risk management

Duty of candour

6.2 How many notifiable safety incidents have you had in the past 12 months that have triggered the harm thresholds of the duty of candour regulation?

Related KLOEs

- KLOE W2.4 – Are all relevant legal requirements understood and met, including CQC registration requirements, safety and public health related obligations, and the submission of notifications and other required information? Do managers understand recommendations made by CQC, keep up-to-date with all relevant changes, and communicate them effectively to staff?

Medicines and controlled drugs

6.3 Do you administer medicines?

Tick one option

☐ Yes

☐ No

Related KLOEs

- KLOE S4.2 – How does the service make sure that people receive their medicines (both prescribed and non-prescribed) as intended (including controlled drugs and ‘as required’ medicines), and that this is recorded appropriately?

6. Quality assurance and risk management

Medicines and controlled drugs

6.3a Have you administered controlled drugs in the past 12 months?

Tick one option

☐ Yes

☐ No

Related KLOEs

- KLOE S4.1 – Is the service's role in relation to medicines clearly defined and described in relevant policies, procedures and training? Is current and relevant professional guidance about the management of medicines followed?

6.3b Have you administered medicines covertly in the past 12 months?

Tick one option

☐ Yes

☐ No

Related KLOEs

- KLOE S4.4 – Are there clear procedures for giving medicines covertly, in line with the Mental Capacity Act 2005?

6. Quality assurance and risk management

Medicines and controlled drugs

6.3c How many people have been given medicine as a form of restraint or to control behaviour in the past 12 months?

Related KLOEs

- KLOE S2.7 – How do staff seek to understand, prevent and manage behaviour that the service finds challenging? How are individuals supported when their behaviour challenges? How well does this align with best practice?

6.3d How many of the people who take prescribed medicine have not had a medication review with a GP or other suitable healthcare professional in the past 12 months?

Related KLOEs

- KLOE S4.1 – Is the service's role in relation to medicines clearly defined and described in relevant policies, procedures and training? Is current and relevant professional guidance about the management of medicines followed?

6.3e Have you used enteral tube feeding to administer medicines in the past 12 months?

Tick one option

☐ Yes

☐ No

6. Quality assurance and risk management

Medicines and controlled drugs

6.3e *Continued*

Related KLOEs

- KLOE S4.6 – How do staff assess the level of support a person needs to take their medicines safely, particularly where there are difficulties in communicating, when medicines are being administered covertly, and when undertaking risk enablement assessments designed to promote self-administration?
-

6.3f How many medicine related errors have there been in the past 12 months?

Related KLOEs

- KLOE S4.2 – How does the service make sure that people receive their medicines (both prescribed and non-prescribed) as intended (including controlled drugs and ‘as required’ medicines), and that this is recorded appropriately?
- KLOE S6.3 – How are lessons learned and themes identified, and is action taken as a result of reviews and investigations when things go wrong?

6. Quality assurance and risk management

Medicines and controlled drugs

6.3g How many of these involved controlled drugs?

Related KLOEs

- KLOE S4.2 – How does the service make sure that people receive their medicines (both prescribed and non-prescribed) as intended (including controlled drugs and ‘as required’ medicines), and that this is recorded appropriately?
- KLOE S6.3 – How are lessons learned and themes identified, and is action taken as a result of reviews and investigations when things go wrong?

Complaints

6.4 In the past 12 months, how many complaints were made about your service that were managed under your complaint’s procedure?

Related KLOEs

- KLOE R2.3 – How effectively are complaints handled, including ensuring openness and transparency, confidentiality, regular updates for the complainant, a timely response and explanation of the outcome, and a formal record?

6. Quality assurance and risk management

Complaints

6.4a What are the main complaints you have received in the past 12 months and what have you changed as a result to improve your service?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE R2.5 – To what extent are concerns and complaints used as an opportunity to learn and drive continuous improvement?
-

Advice

Give specific examples of actions you've taken as a result of a complaint which have resulted in a positive difference to the people involved.

Honesty is the best policy here. It's beneficial to demonstrate how you've dealt with complaints successfully and how your service has learned and improved because of them rather than to try to sweep them under the carpet or play them down as insignificant.

6. Quality assurance and risk management

(Question 6.4a – Answer sheet)

6. Quality assurance and risk management

Records

6.5 How are you assured that those you employ and deploy within your service have had their required vaccinations?

Answer sheet on following page (500-word limit)

Related KLOEs

- KLOE S5.2 – Do staff understand their roles and responsibilities in relation to infection control and hygiene?
 - KLOE S5.3 – Are policies and procedures maintained and followed in line with current relevant national guidance.
-

Advice

Give examples of any processes you're using to keep track of vaccinations e.g., are you photocopying or scanning people's vaccination cards?

Are you making a record of those with exemptions?

Are you aware of when people need boosters?

6. Quality assurance and risk management

(Question 6.5 – Answer sheet)

6. Quality assurance and risk management

Records

6.6 Do you currently use a digital social care record system (DSCR) at your location?

Tick one option

☐ Yes

☐ No

Related KLOEs

- KLOE S2.4 – Are formal and informal methods used to share information with appropriate parties on risks to people's care, treatment and support?
- KLOE E4 – How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?
- KLOE E4.1 – How do staff work together to ensure that people receive consistent, timely, coordinated, person-centred care and support when they are referred to, use, leave, or move between, different services?
- KLOE W5.2 – Does the service share appropriate information and assessments with other relevant agencies for the benefit of people who use the service?

7. Anything else

Information not included elsewhere

7.1 Tell us here, anything else that you wish to share about your service and that is not included in your other answers

(Question 7.1 – Answer sheet)

Discover Log my Care

The platform for outstanding care management



We know that running a care service is tough at the best of times. That's why we've designed our platform alongside carers, to help you:



Get time back



Save money



Deliver person-centred care



Easily create reports



Keep your data safe

Our online dashboard for managers and app for carers, are easy-to-use and packed with features to enhance care delivery, improve service efficiency and help you keep families and friends updated.

Find out more at: logmycare.co.uk

We're the only UK provider of digital social care records to offer a free Starter Plan!



References

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