Find out who your links or contacts are and record them below:

Infection control:

Information governance:

Patient safety alerts:

Clinical improvement service leads:

Safeguarding:

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

This information can be made available in other formats and languages. Please contact: Communications on 01634 382211 or medch.communications@nhs.net

The information in this leaflet was originally produced by Kent Community Health NHS Trust. It has been made available to Medway Community Healthcare and adapted with their permission.

Leaflet reference: MEDCH034.3

Who to contact
Governance department
 t: 01634 334640
Medway Community Healthcare, MCH House, Bailey Drive, Gillingham, Kent, ME8 0PZ
Introduction

Who are the CQC and what do they do?

The CQC is the independent regulator of all health and adult social care in England. Their aim is to make sure better care is provided for everyone, whether that’s in hospital, care homes, people’s own homes, or elsewhere.

This booklet explains the standards (or outcomes) which we must meet in order to maintain registration of our services with the CQC. It is based on the CQC guidance document Essential Standards of Quality and Safety (March 2010) and has been designed to help staff relate the outcomes to their day-to-day roles.

The quality and safety outcomes are listed below:

- they are more about patient experience than policies and processes
- all staff need to have an understanding of the outcomes
- the CQC can make an assessment visit, unannounced, to any registered provider and may talk to patients, carers and/or staff
- we must ensure that our patient care meets (and exceeds) the outcome requirement

All staff are responsible for ensuring they meet the outcomes.

If you have any concerns please discuss them with your line manager.

For teams implementing productive or community services, this programme can help you achieve the CQC outcomes.

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Further information

If you need any more information, please contact the relevant team:

- Care Quality Commission ➔ governance
- archiving, transferring and sharing records (Information Governance) ➔ governance
- patient safety (incident reporting DATIX), risk management ➔ governance
- complaints and compliments ➔ customer care
- conducting MUST assessments ➔ nutrition and dietetics
- identifying and raising safeguarding concerns ➔ safeguarding
- infection prevention and control procedures ➔ infection control
- prescribing and handling medicines ➔ medicines management
- clinical improvement, audit advice, engaging with patients, survey development, clinical supervision, preceptorship ➔ practice development
- privacy and dignity ➔ practice development
- recruitment and selection procedures and advice ➔ development and resourcing
- statutory and mandatory training requirements and personal development ➔ development and resourcing
- staffing ➔ employee relations

For:

- nutrition and dietetics and medicines management please contact: 01634 810900

For:

- governance
- customer care
- safeguarding
- infection control
- practice development
- development and resourcing and employee relations please contact: 01634 382777

For further information visit the Care Quality Commission website:
www.cqc.org.uk/guidanceforprofessionals/introductiontoregistration.cfm
Section 5
Quality of management

Outcome 21: Records

Definition
Personal records are accurate, fit for purpose, held securely and remain confidential. The same applies to other records that are needed to protect safety and wellbeing.

Points for you to consider in your day-to-day role:
- do I document verbal discussions about care, treatment and support on the patient’s file?
- do I link new patient records with any previous records that exist for that patient?
- do I ensure that all my patient records are up to date, accurate and kept confidential?
- am I familiar with the archiving process?
- are records stored and transferred securely according to our policy?
- have I completed information governance training?
- have I completed record keeping training?

Definition
People understand the care and treatment choices available to them. They express their views and are involved in making decisions about their care. They have their privacy, dignity and independence respected, and have their views and experiences taken into account in the way in which the service is delivered.

Points for you to consider in your day-to-day role:
- do I involve patients in their care plans by explaining their treatment, options and care?
- do I give relevant information leaflets/contact details to patients?
- do my patients participate in decision-making about their care and treatment?
- do I give patients information about the risks and benefits of alternative treatments?
- do I document on the patient’s file when I have discussed their treatment options or when I have given them information?
- do patients sign their care plan/assessment to confirm that they have been involved and understand their treatment?
- do I know how to access interpreter services?
- have I completed equality and diversity training?
- do I uphold and maintain privacy and dignity and independence of people who use services?
- do I know how and when to contact an independent mental capacity advocate?
- do I ask patients for their diversity information and know why and how it is used?

Outcome 1: Respect and involving service users

Definition
People understand the care and treatment choices available to them. They express their views and are involved in making decisions about their care. They have their privacy, dignity and independence respected, and have their views and experiences taken into account in the way in which the service is delivered.

Points for you to consider in your day-to-day role:
- do I understand when I need to obtain written consent?
- do I understand when I can take verbal and/or implied consent?
- do I know how to document and keep records of consent?
- can I identify people who cannot give valid consent?
- do I respect people’s decisions and respond appropriately to those decisions?
- do I give patients information about the risks and benefits of alternative treatments?
- do I provide sufficient information (of benefits and risks) to enable valid consent to be obtained?
- do I understand when it is appropriate to respect the confidentiality of children?
- do I document assessment of capacity if the person is unable to consent?
- do I consult with relatives if the person lacks capacity to consent?
- have I completed Mental Capacity Act training?
- have I read the Consent policy?
- can I apply the procedures within my practice to effectively ensure valid consent is obtained?
- do I regularly review patients’ consent to care plans?

Outcome 2: Consent to care and treatment

Definition
People give consent to their care and treatment, and understand and know how to change decisions about things that have been agreed previously.

Points for you to consider in your day-to-day role:
- do I understand when I need to obtain written consent?
- do I understand when I can take verbal and/or implied consent?
- do I know how to document and keep records of consent?
- can I identify people who cannot give valid consent?
- do I respect people’s decisions and respond appropriately to those decisions?
- do I give patients information about the risks and benefits of alternative treatments?
- do I provide sufficient information (of benefits and risks) to enable valid consent to be obtained?
- do I understand when it is appropriate to respect the confidentiality of children?
- do I document assessment of capacity if the person is unable to consent?
- do I consult with relatives if the person lacks capacity to consent?
- have I completed Mental Capacity Act training?
- have I read the Consent policy?
- can I apply the procedures within my practice to effectively ensure valid consent is obtained?
- do I regularly review patients’ consent to care plans?
**Section 2**

**Outcome 4:**

**Personalised care, treatment and support**

**Definition**

People experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

**Points for you to consider in your day-to-day role:**

- do I involve patients in their plan of care or treatment?
- is care and treatment delivered in accordance with the person’s plan of care or treatment?
- do I explain the risks, benefits and alternatives of treatment?
- are care plans regularly reviewed, taking into account all aspects of welfare and wellbeing?
- do I give my patients my name, job title and contact details?
- do I know how to report an error or incident?
- do I give patients (or people acting on their behalf) information to enable them to make choices?
- do I act upon safety alerts?
- do I know what to do in the event of an emergency or how to respond when my patients are deteriorating?
- do I learn from things that have gone wrong?
- for patients that are receiving care at the end of their life, do I involve them in the assessment and planning of their care, treat them with privacy, dignity, respect and comfort, and seek further assessment by specialist palliative care services and other specialists where needed?
- do I keep up to date with best practice?
- do I involve patients in their discharge planning?
- am I aware of my service’s business continuity plan?

**Outcome 5:**

**Meeting nutritional needs**

**Definition**

People are encouraged and supported to have sufficient food and drink to meet their different needs.

**Points for you to consider in your day-to-day role:**

- do I give support to patients who need help with food and drink and document this in their records?
- do I assess, plan and monitor patients’ nutritional (using MUST) and hydration needs?
- do patients have a choice of food and drink?
- have I completed food hygiene awareness training if required for my role?
- is patient information on food and refreshments available?
- are food charts/fluid charts completed fully for patients at risk of poor nutrition or hydration?

**Outcome 6**

**Co-operating with other providers**

**Definition**

People receive safe and co-ordinated care when they move between providers or receive care from more than one provider.

**Points for you to consider in your day-to-day role:**

- do I know what information I should share with other services/providers and how to share this securely?
- do I document the information I have shared on the patient’s file?
- am I up to date with my Information Governance training?
- have I signed the Operational Guidance for Protecting Information and is a copy held on my personnel file?

**Outcome 16**

**Assessing and monitoring the quality of service provision.**

**Definition**

People benefit from safe, quality care because effective decisions are made and because of management of risks to people’s health, welfare and safety.

**Points for you to consider in your day-to-day role:**

- do I change a patient’s care if a risk is identified of inappropriate or unsafe care or treatment?
- do I know how to raise concerns about risks to people, poor practice and adverse events?
- do I involve my patients in decision-making about their care and treatment?
- do I participate in clinical audits and share learning from these with my team?
- do I report incidents when they occur?
- do I and my team learn from incidents, comments and complaints?
- do I discuss action plans and lessons learnt at my team meetings?
- have I read the Incident reporting policy?

**Outcome 17**

**Complaints**

**Definition**

People, and those acting on their behalf, have their comments and complaints listened to and acted on effectively and know that they will not be discriminated against for making a complaint.

**Points for you to consider in your day-to-day role:**

- do I change a patient’s care plan if a risk is identified of inappropriate or unsafe care or treatment?
- do I know where to find information on the complaints process to give patients?
- does my service/team learn from complaints and comments and make changes as a result of them?
- do I discuss complaints at my team meetings?
- if I am responsible for responding to complaints, have I attended complaints training?
- do I try to resolve concerns immediately?
### Section 4
**Suitability of staff**

<table>
<thead>
<tr>
<th>Definition</th>
<th>People are kept safe, and their health and welfare needs are met, because there are sufficient numbers of the right staff.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points for you to consider in your day-to-day role:</td>
<td></td>
</tr>
<tr>
<td>- do I have a Personal Development Plan (PDP) in place?</td>
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<tr>
<td>- do I raise concerns regarding staffing levels with my line manager?</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Outcome 13: Staffing</th>
<th>Outcome 14: Supported staff</th>
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</thead>
</table>

### Section 3
**Safeguarding and safety**

<table>
<thead>
<tr>
<th>Definition</th>
<th>People are safeguarded from abuse, or the risk of abuse, and their human rights are respected and upheld.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points for you to consider in your day-to-day role:</td>
<td></td>
</tr>
<tr>
<td>- do I know who to contact if I have a concern regarding an adult or a child that I need to discuss?</td>
<td></td>
</tr>
<tr>
<td>- do I know how to report a concern regarding an adult or a child?</td>
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<tr>
<td>- do I know how to escalate concerns if I believe that other professionals have not responded to my concerns appropriately?</td>
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<tr>
<td>- do I know what to do if I think someone is unable to consent to treatment?</td>
<td></td>
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<tr>
<td>- have I completed Mental Capacity Act training?</td>
<td></td>
</tr>
<tr>
<td>- have I completed safeguarding adults / children training as required for my role?</td>
<td></td>
</tr>
<tr>
<td>- do I understand when restraint can and cannot be used, and how?</td>
<td></td>
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<tr>
<td>- do I know who my safeguarding link person is?</td>
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</tr>
<tr>
<td>- do I know how to access the Safeguarding and protecting children procedures?</td>
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</tr>
</tbody>
</table>

| Outcome 7: Safeguarding people who use services from abuse | | Outcome 8: Cleanliness and Infection Control |
|----------------------------------------------------------|--------------------------------------------------|

### How ‘Productive Community Services’ helps:
- **Understanding capacity and demand.** Ensuring staff numbers meet service needs.
- **Having effective, standard working practices that are regularly checked and followed.**
Definition
People have their medicines when they need them, and in a safe way. People are given information about their medicines.

Points for you to consider in your day-to-day role:
- do I update patient’s records with medicines information?
- do I know how to obtain advice on medicines?
- do I know what procedures to follow for controlled drugs?
- do I know how to report a medicines incident?
- do I receive drug alerts related to medicines?
- do I receive and act according to the latest standard operating procedures?
- what medicines training have I received?
- am I familiar with the relevant sections of the Medicines policy?
- do I know where to obtain medicines for use in an emergency situation?
- do I act upon safety alerts regarding medicines?
- if relevant, have I attended annual anaphylaxis training?
- if I prescribe medicines, do I provide patients with information about these?

Definition
People receive care, work or visit in safe surroundings that promote their wellbeing.

Points for you to consider in your day-to-day role:
- do I undertake site risk assessments when appropriate?
- do I know what to do in the event of emergency evacuation from the building?
- have I attended Health and safety awareness training?
- have I completed waste management training?
- have I completed equality and diversity training?
- am I up to date with my fire training?
- do I know how to raise a concern about the safety or suitability of the premises?

Definition
Where equipment is used, it is safe, available, comfortable and suitable for people’s needs.

Points for you to consider in your day-to-day role:
- do I check that the equipment I am using has been maintained or tested before using it?
- do I receive and act upon details of safety alerts related to equipment that I use?
- am I trained and competent to use all the devices that I am required to use?
- have I read the Decontamination policy?
- have I read the Medical devices policy?
- do I know what action to take if the device does not appear to be working correctly?
- do I know where I can access resuscitation equipment in an emergency?

Definition
People are kept safe, and their health and welfare needs are met, by staff who are fit for the job and have the right qualifications, skills and experience.

Points for you to consider in your day-to-day role:
- do I follow the recruitment process, ensuring all new recruits, including temporary staff, have the appropriate checks and qualifications?
- do I have a Personal Development Plan (PDP) in place?
- if I recruit staff, have I had recruitment and selection training?
- am I familiar with the disciplinary process?
- am I familiar with the process for monitoring sickness absence?
- do I know how I can access further training, if required?