



SECTION 1

SAFE POLICIES

- 1.1 Accidents or incidents;
- 1.2 Infection control;
- 1.3 Medication;
- 1.4 Risk assessment;
- 1.5 Premises and equipment safety
- 1.6 Safeguarding from abuse;
- 1.7 Duty of Candour;
- 1.8 Whistleblowing;
- 1.9 Human rights
- 1.10 Nutrition; Hydration
- 1.11 Hoist safety;
- 1.12 Security;
- 1.13 Fire safety;
- 1.14 Emergency evacuation;
- 1.15 Disaster recovery
- 1.16 Consent;
- 1.17 Mental capacity and DoLS;
- 1.18 Restraint;
- 1.19 Mental health
- 1.20 Recruitment;
- 1.21 Staff retention;
- 1.22 Effectiveness of staff;
- 1.23 Discipline



SECTION 2

EFFECTIVE POLICIES

- 2.1 Involvement of service users
- 2.2 Person-centred care;
- 2.3 Suitable environment and equipment;
- 2.4 Dementia care;
- 2.5 Activities
- 2.6 Training
- 2.7 Continuing Professional Development;
- 2.8 Appraisals
- 2.9 Investigating complaints

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SECTION 3

CARING POLICIES

- 3.1 Dignity and respect;
- 3.2 Bullying and harassment;
- 3.3 Equal opportunities;
- 3.4 Confidentiality;
- 3.5 Advocacy;
- 3.6 Consent;
- 3.7 Visitors;
- 3.8 End of life care;
- 3.9 Activities;
- 3.10 Disability;
- 3.11 Moving between services



SECTION 4

RESPONSIVE POLICIES

- 1.1 Complaints
- 1.2 Compliments and Suggestions



SECTION 5

LEADERSHIP POLICIES

- 5.1 Leadership;
- 5.2 Community links;
- 5.3 Whistleblowing;
- 5.4 Maintaining Quality
- 5.5 Ratings; 5 Key Questions;
- 5.6 Completing the Provider Information Return
- 5.7 Quality assurance:
- 5.8 Intelligent monitoring;
- 5.9 Enforcement
- 5.10 Frequency of inspections;
- 5.11 Features of outstanding practice

