



CQC REQUIREMENTS

RISK ASSESSMENTS

**SECTION 1
SAFE POLICIES**

File No	Requirement	Evidence
1.1	Accidents or incidents;	<ul style="list-style-type: none"> • Policy • Forms • Analysis • Training
1.2	Infection control;	<ul style="list-style-type: none"> • Policy • Training
1.3	Medication;	<ul style="list-style-type: none"> • Policy • Training
1.4	Risk assessment;	<ul style="list-style-type: none"> • Policy • Client • Medication • Building and Maintenance
1.5	Premises and equipment safety	<ul style="list-style-type: none"> • Maintenance file • Legal requirements
1.6	Safeguarding from abuse;	<ul style="list-style-type: none"> • Policy • Training • Support Plan
1.7	Duty of Candour;	<ul style="list-style-type: none"> • Policy
1.8	Whistleblowing;	<ul style="list-style-type: none"> • Policy • Complaints • Grievance procedures
1.9	Human rights	<ul style="list-style-type: none"> • Policy

		<ul style="list-style-type: none"> • Complaints • Grievance procedures
1.10	Nutrition; Hydration	<ul style="list-style-type: none"> • Policy • Training • Support Plan
1.11	Hoist safety;	<ul style="list-style-type: none"> • Moving and Handling Policy • Training • Equipment Maintenance
1.12	Security;	<ul style="list-style-type: none"> • CCTV • Sprinkler • Fire system • 1stFone • WIFI
1.13	Fire safety;	<ul style="list-style-type: none"> • Policy • Weekly checks • Training
1.14	Emergency evacuation;	<ul style="list-style-type: none"> • Policy, • Training
1.15	Disaster recovery	<ul style="list-style-type: none"> • Policy
1.16	Consent;	<ul style="list-style-type: none"> • Policy, • Training • Documents
1.17	Mental capacity and DoLS;	<ul style="list-style-type: none"> • Policy • Training • Assessments • Support Plan
1.18	Restraint;	<ul style="list-style-type: none"> • DH Policy, • Training
1.19	Mental health	<ul style="list-style-type: none"> • Internet

1.20	Recruitment;	<ul style="list-style-type: none"> • Staff File
1.21	Staff retention;	<ul style="list-style-type: none"> • Staff File
1.22	Effectiveness of staff;	<ul style="list-style-type: none"> • Staff File
1.23	Discipline	<ul style="list-style-type: none"> • Policy/Staff file
SECTION 2 EFFECTIVE POLICIES		
2.1	Involvement of service users	<ul style="list-style-type: none"> • Client Meetings • Client Questionnaire • Clifford Shower Form • Support Plan • Active Participation
2.2	Person-centred care;	<ul style="list-style-type: none"> • Support Plan • Client Meetings • Questionnaire
2.3	Suitable environment and equipment;	<ul style="list-style-type: none"> • Own Accommodation • Maintained Thoroughfare • Maintained buildings • Buildings risk assessment
2.4	Dementia care;	Knowledge sets/Internet
2.5	Activities	<ul style="list-style-type: none"> • Pool table • Cinema Room • Activities room • Quiet lounge • Cooking and kitchen • Barbeque • Gardens • Housekeeping • Outings/trips to town
2.6	Training	<ul style="list-style-type: none"> • See training files/matrix

2.7	Continuing Professional Development;	<ul style="list-style-type: none"> • See staff file
2.8	Appraisals	<ul style="list-style-type: none"> • See staff file
2.9	Investigating complaints	<ul style="list-style-type: none"> • Complaints procedure • Complaints form • Support plan, • Client/Family questionnaire, • Client meetings
SECTION 3 CARING POLICIES		
3.1	Dignity and respect;	<ul style="list-style-type: none"> • Policy • Training
3.2	Bullying and harassment;	<ul style="list-style-type: none"> • Policy • Training
3.3	Equal opportunities	<ul style="list-style-type: none"> • Policy • Training
3.4	Confidentiality;	<ul style="list-style-type: none"> • Policy • Training
3.5	Advocacy;	<ul style="list-style-type: none"> • Policy
3.6	Consent;	<ul style="list-style-type: none"> • Policy • Training
3.7	Visitors;	<ul style="list-style-type: none"> • Policy
3.8	End of life care;	<ul style="list-style-type: none"> • Training
3.9	Activities;	<ul style="list-style-type: none"> • See 2.5
3.10	Disability;	<ul style="list-style-type: none"> • Policy • Training

3.11	Moving between services	<ul style="list-style-type: none"> • Policy • Multi agency training and cooperation
SECTION 4 RESPONSIVE POLICIES		
1.1	Complaints	<ul style="list-style-type: none"> • Complaints procedure • Complaints form • Support plan • Questionnaire • Client Meetings
<ul style="list-style-type: none"> • SECTION 5 • LEADERSHIP POLICIES 		
5.1	Leadership	<ul style="list-style-type: none"> • Management Meetings • Supervision/Appraisal • Training • Business Planning • Quality Assurance • Client Surveys
5.2	Community links;	<ul style="list-style-type: none"> • Greenday • Turning Point • Probation • Albemarle • Aspire
5.3	Whistleblowing;	<ul style="list-style-type: none"> • Policy • Training
5.4	Maintaining Quality	<ul style="list-style-type: none"> • Systems analysis • Reviews
5.5	Ratings; 5 Key Questions;	<ul style="list-style-type: none"> • CQC

5.6	Completing the Provider Information Return	<ul style="list-style-type: none"> • CQC
5.7	Quality Assurance	<ul style="list-style-type: none"> • Reviews
5.8	Intelligent monitoring;	<ul style="list-style-type: none"> • CQC
5.9	Enforcement	<ul style="list-style-type: none"> • CQC
5.10	Frequency of inspections;	<ul style="list-style-type: none"> • CQC
5.11	Features of outstanding practice	<ul style="list-style-type: none"> • Quality surveys • Compliments

