

Procedures Manual

Title: A FRAMEWORK FOR QUALITY - MEETING NATIONAL MINIMUM STANDARDS

1.0 Scope

1.1 The cross-reference of procedures and other documents with the requirements of the National Minimum Standards For Care Homes For Older People.

2.0 Aims and Values

2.1 To ensure that Cared 4 procedures and documents include the requirements of the National Minimum Standards For Care Homes For Older People.

3.0 Contents

National Minimum Standards For Care Homes For Older People and cross-referenced procedures.

4.0 Referenced Documents

National Minimum Standards For Care Homes For Older People.

5.0 Responsibilities

The manager.

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NATIONAL MINIMUM STANDARDS			
CHOICE OF HOME			
STANDARD 1	INFORMATION	REF.	PROCEDURES AND DOCUMENTS
1.1	The registered person produces and makes available to service users an up-to-date statement of purpose setting out aims, objectives, philosophy of care, services and facilities, and terms and conditions of the home; and provides a service user's guide to the home for the current and prospective residents.	C4 - 036 C4 - 010	Home's Service Users Guide Brochure
STANDARD 2	CONTRACT		
2.1	Each service user is provided with a statement of terms and conditions at the point of moving into the home (or contract if purchasing their care privately).	SD - 02 C4 - 100	Admission to the Home Terms and Conditions of Residency
STANDARD 3	NEEDS ASSESSMENT		
3.1	New service users are admitted only on the basis of a full assessment undertaken by people trained to do so, and to which the prospective service user, their representatives (if any) and relevant professionals have been party.	SD - 01 SD - 02 SD - 03 C4 - 023 C4 - 079	Admission Enquiries for Care Homes Admission to the Home Assessment and Care Planning Daily Living and Needs Assessment Form Resident's Care Plan
STANDARD 4	MEETING NEEDS		
4.1	The registered person is able to demonstrate the home's capacity to meet the assessed needs (including specialist needs) of individuals admitted to the home.	SD - 03 PC - 09 PC - 10 MA - 13 MA - 14 PP - 01 PP - 03 PP - 04 C4 - 079	Assessment and Care Planning Interests and Activities Religion Equal Opportunities Sexuality and Relationships Recruitment Induction and Probation Staff Training and Supervision Resident's Care Plan

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NATIONAL MINIMUM STANDARDS			
STANDARD 5	TRIAL VISITS	REF.	PROCEDURES AND DOCUMENTS
5.1	The registered person ensures that prospective service users are invited to visit the home and to move in on a trial basis, before they and / or their representatives make a decision to stay; unplanned admissions are avoided where possible.	SD - 01 SD - 02 C4 -100	Admission Enquiries for Care Homes Admission to the Home Terms and Conditions of Residency
STANDARD 6	INTERMEDIATE CARE		
6.1	Where service users are admitted only for intermediate care, dedicated accommodation is provided, together with specialised facilities, equipment and staff, to deliver short-term intensive rehabilitation and enable service users to return home.	SD - 02 C4 - 03	Admission to the Home Daily Living and Needs Assessment
HEALTH AND PERSONAL CARE			
STANDARD 7	SERVICE USER PLAN		
7.1	A service user plan of care generated from a comprehensive assessment (see Standard 3) is drawn up with each service user and provides the basis for the care to be delivered.	SD - 03 C4 - 023 C4 - 079 C4 - 090	Assessment and Care Planning Daily Living and Needs Assessment Resident's Care Plan Social Worker's / Care Manager's Assessment
STANDARD 8	HEALTH CARE		
8.1	The registered person promotes and maintains service user's health and ensures access to health care services to meet assessed needs.	SD - 03 SD - 06 SD - 18 PC - 01 PC - 03 PC - 07 PC - 09 C4 - 063 C4 - 079 C4 - 105	Assessment and Care Planning Access to Health Care Services Catering Services Helping Residents Get Up in the Morning Helping Residents with Personal Hygiene Management of Continence Interests and Activities Record of Medical Services Received Resident's Care Plan Weight Monitoring Chart

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NATIONAL MINIMUM STANDARDS			
STANDARD 9	MEDICATION	REF.	PROCEDURES AND DOCUMENTS
9.1	The registered person ensures that there is a policy and that staff adhere to procedures for the receipt, recording, storage, handling, administration and disposal of medicines, and service users are able to take responsibility for their own medication if they wish, within a risk management framework.	SD - 05	Resident Medication
STANDARD 10	PRIVACY AND DIGNITY		
10.1	The arrangements for health and personal care ensure that service user's privacy and dignity are respected at all times, and with particular regard to: <ul style="list-style-type: none"> • Personal care-giving, including nursing, bathing, washing, using the toilet or commode. • Consultation with, and examination by health and social care professionals. • Consultation with legal and financial advisers. • Maintaining social contacts with relatives and friends. • Entering bedrooms, toilets and bathrooms. • Following death. 	SD - 03 SD - 10 SD - 19 PP - 03 C4 - 039	All Personal Care Procedures Assessment and Care Planning Resident's Finances Laundry Staff Induction and Probation Induction Checklist
STANDARD 11	DYING AND DEATH		
11.1	Care and comfort are given to service users who are dying, their death is handled with dignity and propriety, and their spiritual needs, rites and functions observed.	PC - 06 C4 - 079	Care of Dying and Bereavement Resident's Care Plan

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NATIONAL MINIMUM STANDARDS		
DAILY LIFE AND SOCIAL ACTIVITIES		
STANDARD 12 SOCIAL CONTACTS AND ACTIVITIES	REF.	PROCEDURES AND DOCUMENTS
12.1 The routines of daily living and activities made available are flexible and varied to suit service users' expectations, preferences and capacities.	PC - 09 PC - 10 SD - 18 SD - 20 MA - 14	Interests and Activities Religion Catering Arrangements Visitors to the Home Sexuality and Relationships
STANDARD 13 COMMUNITY CONTACT		
13.1 Service users are able to have visitors at any reasonable time and links with the local community are developed and / or maintained in accordance with service users' preferences.	SD - 20 C4 - 010 PC - 09	Visitors to the Home Brochure Interests and Activities
STANDARD 14 AUTONOMY AND CHOICE		
14.1 The registered person conducts the home so as to maximise service users' capacity to exercise personal autonomy and choice.	SD - 10 SD - 09 MA - 15 C4 - 100	Resident's Finances Advocacy Confidentiality and Access to Records Terms and Conditions of Residency
STANDARD 15 MEALS AND MEALTIMES		
15.1 The registered person ensures that service users receive a varied, appealing, wholesome and nutritious diet, which is suited to individual assessed and recorded requirements, and that meals are taken in a congenial setting and at flexible times.	SD - 18 C4 - 065 C4 - 066 PC - 04	Catering Arrangements Record of Food Provided Record of Residents with Special Diets Assisting Residents with Eating and Drinking
COMPLAINTS AND PROTECTION		
STANDARD 16 COMPLAINTS		
16.1 The registered person ensures that there is a simple, clear and accessible complaints procedure which includes the stages and time-scales for the process, and that complaints are dealt with promptly and effectively.	SD - 16 QP - 01 C4 - 015	Comments, Suggestions and Complaints Procedure Comments, Suggestions and Complaints Policy Complaints Log

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NATIONAL MINIMUM STANDARDS			
STANDARD 17	RIGHTS	REF.	PROCEDURES AND DOCUMENTS
17.1	Service users have their legal rights protected, are enabled to exercise their legal rights directly and participate in the civic process if they wish.	SD - 09 QP - 10	Advocacy Resident's Charter of Rights
STANDARD 18	PROTECTION		
18.1	The registered person ensures that service users are safeguarded from physical, financial or material, psychological or sexual abuse, neglect, discriminatory abuse or self-harm, inhuman or degrading treatment, through deliberate intent, negligence or ignorance, in accordance with written policies.	MA - 04 MA - 11 MA - 15 PP - 02 SD - 10 SD - 14 SD - 15 QP - 04	Security Whistle-blowing Confidentiality and Access to Records Checking the Authenticity of Qualifications Resident's Finances Elder Abuse Restraint Gifts, Wills and Bequests
ENVIRONMENT			
STANDARD 19	PREMISES		
19.1	The location and layout of the home is suitable for its stated purpose; it is accessible, safe and well maintained; meets service users' individual and collective needs in a comfortable and homely way and has been designed with reference to relevant guidance.	MA - 01 MA - 07 QP - 03 QP - 05	Health and Safety Maintenance of the Home Fire Policy Health and Safety Policy
STANDARD 20	SHARED FACILITIES		
20.1	The home provides sitting, recreational and dining space (referred to collectively as communal space) apart from service users' private accommodation and excluding corridors and entrance hall amounting to at least 4.1 sq m for each service user. (To be applied from 1 April 2007 for homes existing prior to 1 April 2002 which do not meet this standard.)		Compliance with this Standard is the responsibility of the home and cannot be determined by the Cared 4 System.

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NATIONAL MINIMUM STANDARDS			
STANDARD 21	LAVATORIES AND WASHING FACILITIES	REF.	PROCEDURES AND DOCUMENTS
21.1	Toilet, washing and bathing facilities are provided to meet the needs of service users.		Compliance with this Standard is the responsibility of the home and cannot be determined by the Cared 4 System.
STANDARD 22	ADAPTATIONS AND EQUIPMENT		
22.1	The registered person demonstrates that an assessment of the premises and facilities has been made by suitably qualified persons, including a qualified occupational therapist, with specialist knowledge of the client groups catered for and provides evidence that the recommended disability equipment has been secured or provided and environmental adaptations made to meet the needs of service users.	PC - 05	Assistance with Residents' Mobility. The remainder of this Standard will be determined by the Inspector in accordance with the Care Standards Act 2000. Compliance with this Standard is the responsibility of the home and cannot be determined by the Cared 4 System.
STANDARD 23	INDIVIDUAL ACCOMMODATION: SPACE REQUIREMENTS		
23.1	The home provides accommodation for each service user which meets minimum space requirements.		Compliance with this Standard is the responsibility of the home and cannot be determined by the Cared 4 System.
STANDARD 24	INDIVIDUAL ACCOMMODATION: FURNITURE AND FITTINGS		
24.1	The home provides private accommodation for each service user which is furnished and equipped to assure comfort and privacy, and meets the assessed needs of the service user.	SD - 05 C4 - 010 C4 - 036 C4 - 100	Resident Medication Brochure Home's Service User Guide Terms and Conditions of Residency

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NATIONAL MINIMUM STANDARDS		
STANDARD 25 SERVICES: HEATING AND LIGHTING	REF.	PROCEDURES AND DOCUMENTS
25.1 The heating, lighting, water supply and ventilation of service users' accommodation meet the relevant environmental health and safety requirements and the needs of individual service users.		Compliance with this Standard is the responsibility of the home and cannot be determined by the Cared 4 System.
STANDARD 26 SERVICES: HYGIENE AND CONTROL OF INFECTION		
26.1 The premises are kept clean, hygienic and free from offensive odours throughout and systems are in place to control the spread of infection, in accordance with relevant legislation and published professional guidance.	MA - 03 MA - 08 SD - 19	Infection Control Cleaning Services Laundry
STAFFING		
STANDARD 27 STAFF COMPLEMENT		
27.1 Staffing numbers and skill mix of qualified / unqualified staff are appropriate to the assessed needs of the service users, the size, layout and purpose of the home, at all times.	PP - 01 MA - 09	Recruitment Staff Rotas
STANDARD 28 QUALIFICATIONS		
28.1 A minimum ratio of 50% trained members of care staff (NVQ level 2 or equivalent) is achieved by 2005, excluding the registered manager and / or care manager, and in care homes providing nursing, excluding those members of the care staff who are registered nurses.		Compliance with this Standard is the responsibility of the home and cannot be determined by the Cared 4 System.
STANDARD 29 RECRUITMENT		
29.1 The registered person operates a thorough recruitment procedure based on equal opportunities and ensuring the protection of service users.	PP - 01 PP - 02 PP - 10	Recruitment Checking the Authenticity of Qualifications Use of Volunteers

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NATIONAL MINIMUM STANDARDS			
STANDARD 30	STAFF TRAINING	REF.	PROCEDURES AND DOCUMENTS
30.1	The registered person ensures that there is a staff training and development programme which meets National Training Organisation (NTO) workforce training targets and ensures staff fulfil the aims of the home and meet the changing needs of service users.	PP - 03 PP - 04	Staff Induction and Probation Staff Training and Development
MANAGEMENT AND ADMINISTRATION			
STANDARD 31	DAY-TO-DAY OPERATIONS		
31.1	The registered manager is qualified, competent and experienced to run the home and meet its stated purpose, aims and objectives.	PP - 01 PP - 02 PP - 04	Recruitment Checking the Authenticity of Qualifications Staff Training and Development Quality Manual Organisational Structure
STANDARD 32	ETHOS		
32.1	The registered manager ensures that the management approach of the home creates an open, positive and inclusive atmosphere.	PP - 05 PP - 06 SD - 12 CI - 02 CI - 03 CI - 04 CI - 08 MA - 13	Staff Supervision Staff Meetings Residents' Committees Equalities Action Plan Management Review of the Quality System Quality Review Group Residents' / Relatives' Satisfaction Surveys Equal Opportunities

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NATIONAL MINIMUM STANDARDS			
STANDARD 33	QUALITY ASSURANCE	REF.	PROCEDURES AND DOCUMENTS
33.1	Effective quality assurance and quality monitoring systems, based on seeking the view of service users, are in place to measure success in meeting the aims, objectives and statement of purpose of the home.	CI - 03 CI - 04 CI - 05 CI - 06 CI - 08 CI - 09 PP - 04 SD - 03 C4 - 036	Management Review of the Quality System Quality Review Group Internal Audits of the Quality System Routine Monitoring of the Quality System Residents' / Relatives' Satisfaction Surveys Inspection Reports Staff Training and Development Assessment and Care Planning Home's Service User Guide
STANDARD 34	FINANCIAL PROCEDURES		
34.1	Suitable accounting and financial procedures are adopted to demonstrate current financial viability and to ensure there is effective and efficient management of the business.	SD - 10	Resident's Finances Quality Manual Business Plan
STANDARD 35	SERVICE USERS' MONEY		
35.1	The registered manager ensures that service users control their own money except where they state that they do not wish to or they lack capacity and that safeguards are in place to protect the interests of the service user.	SD - 10 C4 - 079 C4 - 100 C4- RPMPB	Resident's Finances Resident's Care Plan Terms and Conditions of Residency Resident's Personal Monies and Properties Book
STANDARD 36	STAFF SUPERVISION		
36.1	The registered person ensures that the employment policies and procedures adopted by the home and its induction, training and supervision arrangements are put into practice.	PP - 01 PP - 02 PP - 05 PP - 10 MA - 13	Recruitment Checking the Authenticity of Qualifications Staff Supervision Use of Volunteers Equal Opportunities

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NATIONAL MINIMUM STANDARDS			
STANDARD 37	RECORD KEEPING	REF.	PROCEDURES AND DOCUMENTS
37.1	Records required by regulation for the protection of service users and for the effective and efficient running of the business are maintained, up-to-date and accurate.	MA - 15 CI - 07 C4 - 100	Confidentiality and Access to Records Control of Quality Documents Terms and Conditions of Residency
STANDARD 38	SAFE WORKING PRACTICES		
38.1	The registered manger ensures so far as is reasonably practicable the health, safety and welfare of service users and staff.	MA - 01 MA - 02 MA - 03 MA - 04 MA - 08 MA - 20 SD - 13 SD - 18 PP - 03 C4 - 017 C4 - 019 C4 - 020 C4 - 035 C4 - 079 C4 - 100 QP - 03 QP - 05 QP - 07	Health and Safety Accident and Incident Reporting Infection Control Security Cleaning Services Working With Enforcing Agencies Risk Management Catering Arrangements Staff Induction and Probation Contractor's 'On-Site' Record COSHH Record COSHH Regulations Home Register of Appliance Testing Resident's Care Plan Terms and Conditions of Residency Fire Policy Health and Safety Policy Manual Handling Policy

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