

(NAME OF HOME)

Index of Forms, Files, Policies and Books

| Name of Form | |
|--------------|--|
| C4-001 | Accident / Incident Report Form |
| C4-002 | Amenity Fund Constitution |
| C4-003 | Amenity Fund Recording Form |
| C4-004 | Annual Leave Request Form |
| C4-005 | Annual Management Review Form |
| C4-006 | Application for Employment Form |
| C4-006A | Health Questionnaire |
| C4-007 | Approved Supplier Application |
| C4-008 | Approved Supplier Review Form |
| C4-009 | Approved Suppliers List |
| C4-010 | Brochure / Statement of Purpose - Control Sheet and TEMPLATE |
| C4-011 | Call System Test Form |
| C4-012 | Calibration Register |
| C4-013 | Comments Book |
| C4-014 | Complaints Form |
| C4-015 | Complaints Log |
| C4-016 | Contingence Monitoring Form |
| C4-017 | Contractor's 'On-Site' Record |
| C4-018 | Controlled Drugs Register |
| C4-019 | COSHH Record and Assessment Form |
| C4-020 | COSHH Regulations |
| C4-021 | Customer Enquiry Form |
| C4-022 | Customer Enquiry Log |
| C4-023 | Daily Living and Needs Assessment Form |
| C4-024 | Details of New Employee Form |
| C4-025 | Recognising and Understanding Abuse |
| C4-026 | Emergency Alarm System Records |
| C4-027 | Crisis Management and Service Continuity Plan |
| C4-028 | Equal Opportunities Monitoring Form |
| C4-029 | Equalities Action Plan |
| C4-030 | Fridge Temperature Records |
| C4-031 | General Risk Assessment Form |
| C4-032 | Health and Safety Inspection Checklist |
| C4-033 | Health and Safety Inspection Schedule |
| C4-034 | Home Cleaning Schedule (daily, monthly) |
| C4-035 | Home Register of Appliance Testing |
| C4-036 | Home's Service Users Guide - Control Sheet and TEMPLATE |
| C4-037 | Information to be passed to Another Service |
| C4-038 | Index of Forms, Files, Policies and Books |
| C4-039 | Induction Checklist |
| C4-040 | Infection Control Monitoring Form |
| C4-041 | Internal Quality Audit Report Form |
| C4-042 | Internal Audit Schedule |
| C4-043 | Interview Letter |

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| Name of Form | |
|--------------|--|
| C4-044 | Kitchen Cleaning Schedules (daily, weekly, monthly) |
| C4-045 | Letter Confirming Offer of Employment |
| C4-046 | Lift Servicing and Maintenance Record |
| C4-047 | List of Specified Documents |
| C4-048 | List of Staff Employed in the Home |
| C4-049 | Maintenance of Equipment Record |
| C4-050 | Medication Administration Record |
| C4-051 | Medication Return Form |
| C4-052 | Names of Staff on NMC Register |
| C4-053 | Corrective Action and Preventive Action |
| C4-054 | Non-conformance Report Register |
| C4-057 | Personal Care Monitoring Form |
| C4-058 | Product Data Sheets |
| C4-059 | Property Return Form of Indemnity - Part a. Service User |
| C4-060 | Property Return Form of Indemnity - Part b. Relative |
| C4-061 | Proposed Change to Quality Procedure |
| C4-062 | Purchase Order Form |
| C4-063 | Record of Medical Services Received |
| C4-064 | Record of Medication Received by the Home Form |
| C4-065 | Record of Menus and Food Provided |
| C4-066 | Record of Service Users with Special Diets |
| C4-067 | Record of Social Activities |
| C4-068 | Record of Staff Authorised to Administer Medication |
| C4-069 | Recruitment Monitoring Form |
| C4-070 | Register of Valuables Held |
| C4-071 | <i>Not Required</i> |
| C4-072 | <i>Not Required</i> |
| C4-073 | Rehabilitation of Offenders Declaration Form |
| C4-074 | Report of Infectious or Communicable Disease Form |
| C4-075 | Request for Reference Form |
| C4-076 | Satisfaction Survey Questionnaire |
| C4-077 | Service User Application Form |
| C4-078 | Service User's Admission Checklist |
| C4-079 | Person Centred Care Plan |
| C4-080 | Service User's Clothing / Personal Possessions Inventory |
| C4-081 | Service User's Daily Report Record |
| C4-082 | Service User's Information Pack |
| C4-083 | Service Users' Register |
| C4-084 | Satisfaction Survey Analysis Form |
| C4-085 | RIDDOR Notification Form F2508 |
| C4-086 | Risk Assessment Form - Building |
| C4-087 | Risk Assessment Manual Handling of Service Users Form |
| C4-088 | Self-Certification Sickness Form |
| C4-089 | Short Listing Form |
| C4-090 | Social Worker's / Care Manager's Assessment Form |

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| Name of Form | |
|--------------|--|
| C4-091 | Social Worker's / Care Manager's Care Plan |
| C4-092 | Staff Request for Training Form |
| C4-093 | Staff Supervision Record |
| C4-094 | Staff Supervision Schedule and Planner |
| C4-095 | Staff Training Record |
| C4-096 | Stock Control Check Sheet |
| C4-097 | Supplier Deficiency Log |
| C4-098 | Supplier Deficiency Report |
| C4-099 | Temperature Recording Form - Incoming Goods |
| C4-100 | Terms and Conditions of Residency |
| C4-101 | Training Evaluation Form |
| C4-102 | Training Needs Identification Form |
| C4-103 | Water Temperature Records |
| C4-104 | Waterlow Skin Condition Assessment |
| C4-105 | Weight Monitoring Chart |
| C4-106 | Falls Monitoring Form |
| C4-106A | Falls Risk Assessment Form |
| C4-107 | Monthly Monitoring of Service User Falls |
| C4-108 | Positional Change Chart |
| C4-109 | Pressure Sore or Wound Chart |
| C4-110 | Administration of Medication Away from the Home Form |
| C4-111 | Staff Appraisal Preparation Form |
| C4-112 | Staff Appraisal Form |
| C4-113 | Staff Appraisal Review Form |
| C4-114 | Medication Error Report Form |
| C4-115 | Exit Interview Form |
| C4-116 | Staff Minutes Signature Form |
| C4-117 | Staff Meeting Attendance Form |
| C4-118 | Power of Attorney Form |
| C4-119 | Staff Rota Form |
| C4-120 | Fluid Balance Chart |
| C4-121 | Nutritional Intake Chart |
| C4-122 | Risk Assessment – New and Expectant Mothers |
| C4-123 | Service Users' Menu Choice |
| C4-124 | Missing Laundry Form |
| C4-125 | Audit Checklist |
| C4-126 | Discharge Form |
| C4-127 | Mental Capacity Assessment Form |
| C4-128 | Service Users Self-Medication Audit |
| C4-129 | Night Check Form |
| C4-130 | List of Equipment Used in the Home |
| C4-131 | Fire Safety Risk Assessment Form |
| C4-132 | Accident/ Incident/ Near Miss Report Log |
| C4-133 | Return to Work Interview Form |
| C4-134 | Service User's Consent Form (Photographs) |

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| Name of Form | |
|--------------|--|
| C4-135 | ID Verification Form |
| C4-136 | Continance Assessment |
| C4-137 | Bed Rails Risk Assessment |
| C4-138 | Bed Rails Consent |
| C4-139 | Record of Hearing Appointments |
| C4-140 | Record of Eye Appointments |
| C4-141 | Blood Glucose Monitoring form |
| C4-142 | Eating and Drinking Checklist |
| C4-143 | Reporting Incidents of Choking |
| C4-144 | Bath and Shower Temperature Recording form |
| C4-145 | Homely Remedies Record Form |
| C4-146 | Oral Assessment |
| C4-147 | Personal Emergency Evacuation Plan |
| C4-148 | Consent to Care and Treatment |
| C4-149 | Best Interests Decision Making Checklist |
| C4-150 | Complaints, Suggestions and Compliments Form |
| C4-150 | Complaints, Suggestions and Compliments Form |
| C4-151 | Job Description Template |
| C4-152 | Staff Training Matrix |
| C4-153 | Business Plan |

Below is a list of Files that you will be required to create as part of the System:

| Name of File | |
|--------------|--|
| C4-AF | Audit File |
| C4-ASF | Approved Suppliers File |
| C4-CF | Complaints File |
| C4-DNIF | Delivery Note / Invoice File |
| C4-MRF | Management Review File |
| C4-PGSF | Purchasing of Goods and Services File |
| C4-QRGF | Quality Review Group File |
| C4-RCPF | Service Users Care Plan File |
| C4-RF | Service User's File |
| C4-RRSSF | Service Users' / Relatives' Satisfaction Survey File |
| C4-SMF | Staff Meeting File |
| C4-SPF | Staff Personal File |
| C4-SRF | Staff Recruitment Folder |
| C4-SSF | Staff Supervision File |

| Name of Policy | |
|----------------|--------------------------------------|
| QP-01 | Comments, Suggestions and Complaints |
| QP-02 | Confidentiality |
| QP-03 | Fire safety |
| QP-04 | Gifts, Wills and Bequests |

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| Name of Policy | |
|----------------|--|
| QP-05 | Health and Safety |
| QP-06 | Home Equal Opportunities |
| QP-07 | Manual Handling |
| QP-08 | Pets |
| QP-09 | Recording the Wishes of Service Users |
| QP-10 | Service User's Charter of Rights |
| QP-11 | Service User's Consent |
| QP-12 | Smoking |
| QP-13 | Dress and Appearance |
| QP-14 | Workplace Stress |
| QP-15 | Covert Administration of Medicines |
| QP-16 | Blood borne virus |
| QP-17 | Nutrition and hydration |
| QP-18 | MRSA |
| QP-19 | Mobile Phones |
| QP-20 | Mental Capacity Act 2005 code of practice |
| QP-21 | Carers Code of Conduct |
| QP-22 | First Aid |
| QP-23 | Privacy, Dignity and Human Rights |
| QP-24 | Staff Training |
| QP-25 | Lone Working |
| QP-26 | Admission Policy |
| QP-27 | Service User Economic Wellbeing Policy |
| QP-28 | Same and Cross Gender Care |
| QP-29 | Effective Hand washing |
| QP-30 | Environmental Policy |
| QP-31 | Supporting People who use our Services to Manage their Money |
| QP-32 | Management and Prevention of Falls |
| QP-33 | Informed Decision Making |
| QP-34 | Communicating with Service Users |
| QP-35 | Providing Information on Infection Control |
| QP-36 | Staff Sickness and Attendance |
| QP-37 | Valuing and Supporting Staff |
| QP-38 | Decision Making Arrangements |
| QP-39 | Managing Challenging Behaviour (Restraint) |
| QP-40 | Infection Control and Decontamination |
| QP-41 | Safe Use of Bedrails |
| QP-42 | Equality and Diversity |
| QP-43 | Dementia Care |
| QP-44 | End of Life Pathway |
| QP-45 | Control of Legionella |
| QP-46 | Data Protection |
| QP-47 | Social Media Policy |
| QP-48 | Disruptive Visitors and Intruders to the Home |
| QP-49 | Medication Management |

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| Name of Policy | |
|----------------|--|
| QP-50 | Service Users Eye Care |
| QP-51 | Service Users Hearing |
| QP-52 | Professional Boundaries |
| QP-53 | Intimate Care |
| QP-54 | Deprivation of Liberty |
| QP-55 | Mentoring |
| QP-56 | Choking Policy |
| QP-57 | Social Isolation |
| QP-58 | CCTV Policy |
| QP-59 | Do not attempt resuscitation |
| QP-60 | Positive Culture |
| QP-61 | Duty of Candour policy |
| QP-62 | Display Ratings Policy |
| QP-63 | Suspected Hypothermia |
| QP-64 | Oral Assessment Policy |
| QP-65 | Slips Trips and Falls |
| QP-66 | Safeguarding |
| QP-67 | Fit and Proper Person Policy |
| QP-68 | The Use of Antipsychotic Medication |
| QP-69 | Management of Norovirus Outbreak |
| QP-70 | Implementing Care Governance |
| QP-71 | Whistle Blowing Policy |
| QP-72 | Prevention of Terrorism |
| QP-73 | Use of Technology |
| QP-74 | Information Governance |
| QP-75 | Modern Day Slavery and Human Trafficking |

Below is a list of Books that you will be required to create as part of the System:

| Name of Book | |
|--------------|--|
| C4-ADB | Admissions and Discharges Book |
| C4-CDB | Controlled Drugs Book |
| C4-HD | Home Diary |
| C4-OVB | Official Visitors Book |
| C4-PCB | Petty Cash Book |
| C4-RMPB | Service User's Personal Monies and Property Book |
| C4-SEIB | Significant Events of Importance Book |
| C4-SH | Staff Handbook |
| C4-SHB | Staff Handover Book |
| C4-SSCB | Senior Staff Communications Book |
| C4-TMB | Telephone Message Book |

| Acts Referenced in Documents |
|------------------------------------|
| Access to Medical Records Act 1988 |
| Data Protection Act 1998 |
| Disability Discrimination Act 1995 |

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| Equalities Act 2010 |
| Freedom of Information Act 2000 |
| Fundamental Standards and Key Lines of Enquiry |
| Employment Equality Regulations 2003 |
| Employment Equality (Age) Regulations 2006 |
| Guidance on Statutory reporting related to the Mental Health Act 1983 |
| Health and Safety at Work Act 1974 |
| Health and Social Care Act 2008 |
| Human Rights Act 1998 and European Convention on Human Rights Article 8 |
| Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. |
| Mental Capacity Act 2005 Code of Practice |
| Mental Health Act 1983 |
| Mental Health Act 2007 |
| Mental Incapacity Act 2005 |
| Misuse of Drugs Act 1971 |
| Occupiers Liability Acts 1957 and 1984 |
| Race Relations Act 1976, Race Relations Amendment Act 2000 |
| Sex Discrimination Act 1975 |
| Smoke Free Regulations 2006 and 2007 |

| Other Documents Referenced in the System |
|---|
| ACAS statutory Code of Practice on disciplinary and grievance procedures |
| Care Quality Commission (Registration) Regulations 2009 |
| Care Quality Commission Fundamental Standards and Key Lines of Enquiry |
| Clark and Bright 2002 |
| Common Law Duty of Confidentiality |
| CQC Statutory Notification Forms |
| Department of Health Document No Secrets 2001 |
| Disclosure and Barring Service |
| FSA Safer Food, Better Business Supplement For Care Homes |
| Health and Social Care Information Centre and the Care Information Centre Guide to Confidentiality 2013 |
| ISA Barred List |
| Malnutrition Universal Screening Tool (Must assessment tool) |
| MAPPVA Multi-Agency Policy for the Protection of Vulnerable Adults |
| Medical Devices Regulations [1], |
| Professional Codes of Conduct of Confidentiality |
| Safe Management of Controlled Drugs in the Care Homes, CQC January 08 |
| Safe Use of Bed Rails produced by the Medicine and Healthcare Products Regulatory Agency (MHRA) in 2006 |
| Safeguarding Adults Authority Procedures |