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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	Contenance 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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C4-135	ID Verification Form
C4-136	Continence 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
C4-154	Staff Competency Administration of Medicines
C4-155	Consent for Medication
C4-156	Abbey Pain Scale Body Map
C4-157	Terms and Conditions of Employment

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

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Name of Policy	
QP-03	Fire safety
QP-04	Gifts, Wills and Bequests
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

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Name of Policy	
QP-48	Disruptive Visitors and Intruders to the Home
QP-49	Medication Management
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
QP-76	Pain Management
QP-77	Display Screen Equipment Policy
QP-78	Accessible Information Policy
QP-79	Prevention of Financial abuse
QP-80	Fit and Proper Persons Test
QP-81	No Lifting Policy

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-RPMPB	Service User's Personal Monies and Property Book
C4-SEIB	Significant Events of Importance Book
C4-SH	Staff Handbook

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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 1990
Anti-Social Behaviour, Crime and Policing Act 2014
Care Act 2014
Care Quality Commission (Registration) Regulations 2009
The Counter Terrorism and Security Act 2015
Data Protection Act 2018
Domestic Violence, Crime and Victims Act 2004 (amendment 2012)
Equalities Act 2010
Freedom of Information Act 2000
Fundamental Standards and Key Lines of Enquiry
Employment Equality (Age) Regulations 2010
General Data Protection Regulations 2018
Guidance on Statutory reporting related to the Mental Health Act 1983
Health and Safety at Work Act 1974
Health and Social care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
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 2007
Mental Health Act 2007
Mental Incapacity Act 2005
Misuse of Drugs Act 1971
Occupiers Liability Acts 1957 and 1984
Public Interest Disclosure Act 2013
Race Relations Act 1976, Race Relations Amendment Act 2000
Safeguarding Vulnerable Groups Act 2000
Serious Crime Act 2015 Section 76
Smoke Free Regulations 2006 and 2007
The Criminal Justice and Courts Act 2015 Section 20-25
The Modern Slavery Act 2015

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
Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England 2013
Clark and Bright 2002
Common Law Duty of Confidentiality
CQC Statutory Notification Forms

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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