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Ref. No.	Name of Form
DC-001	Accident / Incident Near Miss Report Form
DC-002	Annual Leave Request Form
DC-003	Annual Management Review Form
DC-004	Application for Employment Form
DC-004a	Health Questionnaire
DC-005	Approved Supplier Application
DC-006	Approved Supplier Review Form
DC-007	Approved Suppliers List
DC-008	Comments Book - Contents
DC-009	Communication Record Sheet
DC-010	Complaints Form
DC-011	Complaints Log
DC-012	Contenance Monitoring Form
DC-013	Contractor's 'On-Site' Record
DC-014	COSHH Record and Assessment Form
DC-015	COSHH Regulations
DC-016	Customer Enquiry Form / Customer Enquiry Log
DC-017	Details of New Employee Form
DC-018	Equal Opportunities Monitoring Form
DC-019	Equalities Action Plan
DC-020	General Risk Assessment Form
DC-021	Recognising and Understanding Abuse
DC-022	Home Care Assessment Checklist
DC-023	Induction Checklist
DC-024	Infection Control Monitoring Form
DC-025	Internal Audit Schedule
DC-026	Internal Quality Audit Report Form
DC-027	Interview Letter
DC-028	Letter Confirming Offer of Employment
DC-029	List of Specified Documents
DC-030	List of Staff Employed in the Agency
DC-031	Maintenance of Equipment Record
DC-032	Medication Administration Record
DC-033	Corrective Action and Preventive Action
DC-034	Non-conformance Report Register
DC-035	Notification to an Enforcing Agency Form
DC-036	Product Data Sheets
DC-037	Proposed Change to Quality Procedure
DC-038	Purchase Order Form
DC-039	Record of Service Users with Special Diets
DC-040	Record of Staff authorised to Administer Medication
DC-041	Recruitment Monitoring Form
DC-042	Referral for Home Care Service Form
DC-043	Rehabilitation of Offenders Declaration Form

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Ref. No.	Name of Form
DC-044	Report of Infectious or Communicable Disease Form
DC-045	Request for Reference Form
DC-046	RIDDOR Notification Form F2508
DC-047	Risk Assessment Form - Moving and Handling
DC-048	Risk Assessment Form - Service User's Property
DC-049	Self-Certification Sickness Form
DC-050	Service User's Record of Financial Transactions
DC-051	Service User's Care Record
DC-052	Service Users Guide
DC-053	Service User's Information Folder - Contents
DC-054	Person Centred Care Plan
DC-055	Satisfaction Survey Questionnaire
DC-056	Satisfaction Survey Analysis
DC-057	Short Listing Form
DC-058	Social Worker's / Care Manager's Care Plan
DC-059	Staff Request for Training Form
DC-060	Staff Supervision Record
DC-061	Staff Supervision Schedule and Planner
DC-062	Staff Training Record
DC-063	Statement of Purpose
DC-064	Stock Control Check Sheet
DC-065	Supplier Deficiency Log
DC-066	Supplier Deficiency Report
DC-067	Terms and Conditions of the Home Care Service
DC-068	Training Evaluation Form
DC-069	Training Needs Identification Form
DC-070	Service User's Office File – Contents
DC-071	Index of Forms, Files, Policies and Books
DC-072	Home Care Assessment Planning and Information Pack Contents
DC-073	Falls Monitoring Form
DC-073A	Falls Risk Assessment Form
DC-074	Monthly Monitoring of Service User Falls
DC-075	Positional Change Chart
DC-076	Pressure Sore or Wound Chart
DC-077	Staff Appraisal Preparation Form
DC-078	Staff Appraisal Form
DC-079	Staff Appraisal Review Form
DC-080	Medication Error Report Form
DC-081	Exit Interview Form
DC-082	Staff Minutes Signature Form
DC-083	Staff Meeting Attendance Form
DC-084	Power of Attorney Form
DC-085	Medication Supervision Record
DC-086	Fluid Balance Chart

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Ref. No.	Name of Form
DC-087	Nutritional Intake Chart
DC-088	Risk Assessment – New and Expectant Mothers
DC-089	Audit Checklist
DC-090	Excessive Delay Log
DC-091	Lone Working Risk Assessment
DC-092	Mental Capacity Assessment Form
DC-093	No Reply Form
DC-094	Information to be Passed to Another Service
DC-095	Accident Incident Near Miss Report Log
DC-096	Return to Work Interview Form
DC-097	Crisis Management and Service Continuity Plan
DC-098	ID Verification Form
DC-099	Continance Assessment
DC-100	Bed Rails Risk Assessment
DC-101	Bed Rails Consent
DC-102	Record of Hearing Appointments
DC-103	Record of Eye Appointments
DC-104	Blood Glucose Monitoring form
DC-105	List of Equipment used in the home
DC-106	Eating and Drinking Checklist
DC-107	Reporting Incidents of Choking
DC-108	Bath and Shower Temperature Recording form
DC-109	Emergency Numbers Form
DC-110	Consent to Care and Treatment
DC-111	Best Interests Decision Making Checklist
DC-112	Care Workers Spot Check Form
DC-113	Job Description Template
DC-114	Staff Training Matrix
DC-115	Complaints, Suggestions and Compliments Form
DC-116	Business Plan Template
DC-117	Medication Administration Record
DC-118	Medication Return Form
DC-119	Maintenance of Equipment Record
DC-120	List of Equipment Used
DC-121	Record of Medical Services Received
DC-122	Staff Competency of Administration of Medicines
DC-123	Consent for Medication
DC-124	Service Users Medication Audit
DC-125	Terms and Conditions of Employment

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

Ref. No.	Name of File
DC-ASF	Approved Suppliers File
DC-AF	Audit File
DC-CF	Complaints File
DC-DNIF	Delivery Note / Invoice File
DC-MRF	Management Review File
DC-PGSF	Purchasing of Goods and Services File
DC-QRGF	Quality Review Group File
DC-SUIF	Service User's Information Folder
DC-SUOF	Service User's Office File
DC-SUPF	Service User's Person Centred Care Plan File
DC-SSF	Satisfaction Survey File
DC-SMF	Staff Meeting File
DC-SPF	Staff Personal File
DC-SRF	Staff Recruitment Folder
DC-SSF	Staff Supervision File
DC-SRF	Staff Rota File

Ref. No.	Name of Policy
QP-01	Agency Equal Opportunities
QP-02	Comments, Suggestions and Complaints
QP-03	Confidentiality
QP-04	Dress and Appearance
QP-05	Fire Safety Supported Living
QP-05	Fire Safety Service Users Home
QP-05	Fire Safety Office
QP-06	Gifts, Wills and Bequests
QP-07	Health and Safety
QP-08	Moving and Handling
QP-09	Recording the Wishes of Service Users
QP-10	Service User's Charter of Rights
QP-11	Workplace Stress
QP-12	Covert Administration of Medicines
QP-13	Blood Borne Virus
QP-14	Nutrition and Hydration
QP-15	Communicable Infectious Disease Policy (MRSA)
QP-16	Mobile Phones
QP-17	Smoking Policy
QP-18	Mental Capacity Act 2005 Code of Practice Policy APPENDIX: Good practice in assessing Mental Capacity
QP-19	Carers Code of Conduct
QP-20	First Aid
QP-21	Privacy, Dignity and Human Rights
QP-22	Staff Training
QP-23	Lone Working

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Ref. No.	Name of Policy
QP-24	Same and Cross Gender Care
QP-25	Effective Handwashing
QP-26	Environmental Policy
QP-27	Key Holding Policy
QP-28	Supporting People who use our Service to Manage their Money
QP-29	Management and Prevention of Falls
QP-30	Informed Decision Making
QP-31	Communicating with Service Users
QP-32	Providing Information on Infection Control
QP-33	Managing Challenging Behaviour (Restraint)
QP-34	Service Users Consent
QP-35	Staff Sickness and Attendance
QP-36	Valuing and Supporting Staff
QP-37	Decision Making Arrangements
QP-38	Infection Control and Decontamination
QP-39	Safe use of Bedrails
QP-40	Equality and Diversity
QP-41	Dementia Care
QP-42	Control of Legionella
QP-43	End of Life Care Plan
QP-44	Data Protection (<i>Holding Page – Refers to QP-67 Information Governance</i>)
QP-45	Social Media
QP-46	Medication Management
QP-47	Service Users Eye Care
QP-48	Service Users Hearing
QP-49	Professional Boundaries
QP-50	Intimate Care
QP-51	Deprivation of Liberty
QP-52	Mentoring
QP-53	Choking
QP-54	Do not attempt resuscitation
QP-55	Positive Culture
QP-56	Duty of Candour policy
QP-57	Display Ratings Policy
QP-58	Suspected Hypothermia
QP-59	Home Care Emergency Situations
QP-60	Slips Trips and Falls
QP-61	Safeguarding
QP-62	Fit and Proper Person
QP-63	The Use of Antipsychotic Medication
QP-64	Putting Care Governance into Practice
QP-65	Whistleblowing
QP-66	Prevention of Terrorism
QP-67	Information Governance Policy

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Ref. No.	Name of Policy
QP-68	Use of Technology
QP-69	Modern Day Slavery and Human Trafficking
QP-70	Pain Management
QP-71	Display Screen Equipment Policy
QP-72	Accessible Information Policy
QP-73	Prevention of Financial abuse
QP-74	Fit and Proper Persons Test

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

Ref. No.	Name of Book
DC-AB	Agency Brochure
DC-CB	Comments Book
DC-HAB	Holiday / Absence Book
DC-HCSH	Home Care Staff Handbook
DC-OOVB	Office Official Visitors Book
DC-OPCB	Office Petty Cash Book
DC-OTRB	Office Telephone Record Book
DC-RSU	Register of Service Users
DC-SCB	Staff Communications Book
DC-SEIB	Significant Events of Importance Book
Acts Referenced in Documents	
	Access to Medical Records Act 1988
	Access to Health Records Act 1990.
	Anti-Social Behaviour, Crime and Policing Act 2014
	Care Quality Commission (Registration) Regulations 2009
	The Counter Terrorism and Security Act 2015
	Code of Practice for Social Care Workers 2013
	Data Protection Act 2018.
	Equalities Act 2010.
	Freedom of Information Act 2000.
	Fundamental Standards and Key Lines of Enquiry.
	Equality Act 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.
	HSE Slips and trips in health and social care 2014
	HSE Health and Safety in Care Homes 2014
	Human Rights Act 1998 and European Convention on Human Rights Article 8.
	Local Authority Social Services and National Health Service Complaints (England). Regulations 2009.
	Medicine and Health Care Products Regulatory Agency 2006.
	Mental Capacity Act 2005 Code of Practice.
	Mental Health Act 1983.

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Mental Health Act 2007.
Mental Incapacity Act 2005.
Misuse of Drugs Act 1971.
National Service Framework for Older People (2001) Standard Six Falls.
Occupiers Liability Acts 1957 and 1984.
Public Interest Disclosure Act 2013
Police Equality Act 1997.
Public Interest Disclosures Act 1998.
Race Relations Act 1976, Race Relations Amendment Act 2000.
Safeguarding Vulnerable Groups Act 2000
Serious Crime Act 2015 Section 76
Safeguarding Vulnerable Adults Act 2006.
Smoke Free Regulations 2006 and 2007.
Care Act 2014
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.
Clark and Bright 2002.
Control of Substances Hazardous to Health Regulations 2002.
Common Law Duty of Confidentiality.
CQC Statutory Notification Forms.
Department of Health Document No Secrets 2001.
Disclosure and Barring Service.
Deprivation of Liberty Safeguards (DoLS)
FSA Safer Food, Better Business Supplement For Care Homes.
Health and Safety at Work Regulations 1999
Health and Social Care Information Centre and the Care Information Centre Guide to Confidentiality 2013 + 2014.
Home Care Assessment Planning and Information Pack.
ISA Barred List.
Manual Handling Operations Regulations 1992.
MUST - Malnutrition Universal Screening Tool (Must assessment tool).
MAPPVA Multi-Agency Policy for the Protection of Vulnerable Adults.
Medical Devices Regulations 2002.
NHA Constitution (DH, 2009).
National Institute for Health and Clinical Excellence and the Social Care Institute for Excellence (NICE/SCIE 2007).
The Principals of Good Complaint Handling (Parliamentary and Health Service Ombudsman, 2008.
Listening, improving, responding: a guide to better customer care (DH, 2009).
NHS Litigation Authority Guidance about complaints.
Being open – communicating patient safety incidents with patients and their carers (NPSA, 2009).

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Professional Codes of Conduct of Confidentiality.
Regulation 104 of the Road Vehicles (Construction & Use) Regulations 1986
RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, 1995).
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.
Skills for Care Safeguarding Principles.
Skills for Care - Care Certificate.
Smoke-free Regulations 2006 and 2007
SCIE Research briefing 1: Preventing falls in care homes 2005.