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The King's Fund
ORGANISATIONAL
Audit

NURSING HOMES

Organisational Standards & Criteria

Revised Draft
September 1996

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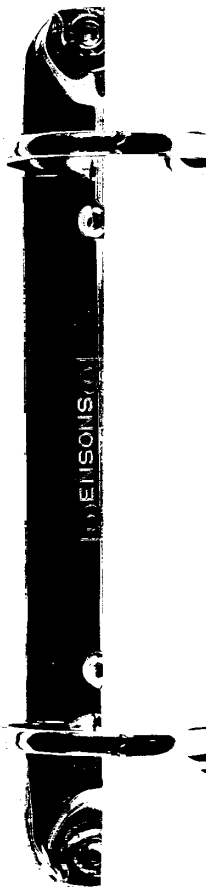
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***King's Fund*
Organisational
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Nursing Homes Organisational Standards

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INTRODUCTION

The publication of this manual of organisational standards and criteria signals the end of the project to develop Organisational Audit for nursing homes and marks the beginning of a pilot programme to test ways of making Organisational Audit widely available to nursing and residential homes.

These standards and criteria provide homes with the means to evaluate practice and to stimulate development. They provide a real opportunity for staff to question what they do, why they do it and whether it could be done better. They also enable purchasers and inspectors to support the development of homes in their area.

They are produced at a time when public expectations about standards of care are rising, homes are seeking to improve the services they provide, the rôle and scope of registration and inspection are under review and continuing care is increasingly purchased in the independent sector.

Project for Nursing Homes

The King's Fund is an independent charity which promotes good practice and improvement in health and social care through grants, information, service and management development, policy analysis and audit.

King's Fund Organisational Audit set up the project to develop standards and an organisational audit process for nursing homes in 1994. The project was overseen by a national advisory committee which comprised representatives from organisations such as the UKCC, RCN, IHA, NAHAT, Counsel & Care and the Relatives Association as well as purchasers and providers of nursing home care.

Ten pilot sites which reflected the diversity of the sector were chosen to participate:

Aaram Lodge, *Bournemouth, Dorset*

Plasgeller Nursing Homes, Glanbury Nursing Home, *Brynmawr, Gwent*

The Abbeyfield Society, Halcyon House, *Formby, Merseyside*

Eskgrove Healthcare, Kenwyn Nursing Home, *Truro, Cornwall*

Landermeads Private Nursing Home, *Chilwell, Nottinghamshire*

Mission Care, Morton House, *Lewisham, London*

The Frances Taylor Foundation, St Joseph's Nursing Home, *Freshfield, Merseyside*

SAGE, Sidney and Ruza Last Foundation Home, *Golders Green, London*

Hexagon Housing Association, Townley Road, *East Dulwich, London*

Coverage Care, Woolstrop House, *Quedgeley, Gloucester*

Following the experience of the pilot homes, the standards and criteria have been revised and refined.

Carol Clegg
Project Manager

THE RESIDENT'S RIGHTS

Standard 1

The rights of all residents, regardless of their age, disability, race, gender, sexual orientation or religious persuasion, are recognised, respected and complied with by all staff.

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
	Rights			
1.1	Each resident has a copy of a written contract for care and accommodation with the home.	<input type="checkbox"/>	<input type="checkbox"/>	
	<i>Guidance</i>			
	<i>This includes:</i>			
	* <i>assessment and care planning</i>			
	* <i>fees</i>			
	* <i>facilities</i>			
	* <i>visiting</i>			
	* <i>staffing</i>			
	* <i>insurance</i>			
	* <i>termination procedure.</i>			
1.2	Residents have equality of access to the services offered by the home.	<input type="checkbox"/>	<input type="checkbox"/>	

<i>Criteria</i>		<i>Yes</i>	<i>No</i>	<i>Please comment on the progress you have made towards meeting each criterion</i>
1.3	Residents contribute to the running of the home, <i>Guidance</i> <i>For example, by participating in residents' meetings.</i>	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.4	Residents who wish to do so exercise their electoral rights.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.5	A resident has the right to refuse care or treatment.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.6	Residents are able to participate in activities which may involve a degree of risk. <i>Guidance</i> <i>Activities may include:</i> * <i>outings</i> * <i>exercises</i> * <i>dancing.</i>	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.7	Residents have access to any written material directly concerning them. <i>Guidance</i> <i>This is in accordance with the requirements of the Access to Health Records Act 1990.</i>	<input type="checkbox"/>	<input type="checkbox"/>	_____

Criteria	Yes	No	Please comment on the progress you have made towards meeting each criterion
Privacy			
1.8	Information imparted to a member of staff is treated with respect and confidentiality.		<input type="checkbox"/> <input type="checkbox"/>
1.9	The resident's private property is not taken, lent or given to other people without the owner's permission.		<input type="checkbox"/> <input type="checkbox"/>
1.10	The resident's personal space is free from unwelcome noise and uninvited intrusion.		<input type="checkbox"/> <input type="checkbox"/>
1.11	Residents may express their sexual and personal needs in privacy.		<input type="checkbox"/> <input type="checkbox"/>
1.12	Each resident has individual lockable storage space.		<input type="checkbox"/> <input type="checkbox"/>
1.13	Resident's rooms have locks and residents are offered keys to their rooms.		<input type="checkbox"/> <input type="checkbox"/>
1.14	All bathrooms and toilets can be locked from the inside.		<input type="checkbox"/> <input type="checkbox"/>
1.15	In shared bedrooms privacy screens/curtains are used.		<input type="checkbox"/> <input type="checkbox"/>
1.16	Residents have access to a telephone where they can have a conversation which is not overheard.		<input type="checkbox"/> <input type="checkbox"/>
1.17	Furniture in communal rooms is placed to allow a degree of privacy if required.		<input type="checkbox"/> <input type="checkbox"/>

Criteria**Yes No***Please comment on the progress you have made towards meeting each criterion***Dignity**

- 1.18 Residents are addressed by their preferred name.
- 1.19 Communications to residents are respectful.
- 1.20 Residents are enabled to purchase and wear the clothes of their choice.

☐ ☐☐ ☐☐ ☐*Guidance**The clothes worn belong to the resident.*

- 1.21 Residents are enabled to be well presented.

☐ ☐*Guidance**Clothes are clean, dry, ironed, laundered and in a good state of repair.*

- 1.22 Residents' preference to receive care from a male or female member of staff or other professional is respected.

☐ ☐

- 1.23 Staff or other professionals are chaperoned when requested by a resident.

☐ ☐**Independence**

Criteria		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
1.24	Residents are enabled and encouraged to have visitors of their choice and to maintain personal contacts.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.25	Residents are able to bring personal possessions into the home.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.26	Residents maintain control of their financial and other affairs.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.27	Where residents are unable to manage their financial and other affairs, independent advocacy is provided.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.28	Residents are able to choose, as far as is practicable, the person who will advocate for them.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.29	A system is in place to manage any monies retained on behalf of the resident.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.30	Transport is arranged when necessary for residents to attend hospital appointments and social/leisure activities.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.31	Residents have the option of participating in the domestic work and catering of the home.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	Choice			_____
1.32	Residents are involved in planning how they spend their day.	<input type="checkbox"/>	<input type="checkbox"/>	_____

Criteria

Yes No

*Please comment on the progress you have made towards meeting each criterion***Fulfilment**

1.35 Residents have the chance to maintain activities and contacts from the time before they lived in the home.

☐ ☐

1.36 Residents are enabled to participate in a variety of social, vocational and recreational activities of their choosing.

☐ ☐

1.37 A resident's choice not to participate in an activity is respected.

☐ ☐

1.38 Residents are enabled to observe religious, cultural and personally significant anniversaries and events of their choice.

☐ ☐

1.39 Residents and relatives have access to the pastoral and/or spiritual support of their choice.

☐ ☐

1.40 Residents and relatives are aware of the pastoral and/or spiritual support available within the home.

☐ ☐

1.41 A quiet area is available for prayer and meditation.

☐ ☐**Security**

1.42 Residents are protected from the undesirable actions of others.

☐ ☐

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
1.43	Residents are able to make informal criticisms of the home and know they will be listened to.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.44	Residents have access to a formal procedure for reporting complaints or abuse.	<input type="checkbox"/>	<input type="checkbox"/>	_____
1.45	Residents are able to make a complaint without fear of reprisal.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	Policies			_____
1.46	There are documented policies and procedures which uphold the rights of residents.			_____
	<i>Guidance</i>			_____
	<i>These include:</i>			_____
	* <i>advocacy</i>			_____
	* <i>complaints</i>			_____
	* <i>confidentiality and the release of information</i>			_____

COMMENTS

Please comment on the standard and criteria in the space below. This will help in the revision of the standards.

For example, is there anything that is:

- difficult to interpret
- out of date
- not achievable?

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THE RESIDENT'S CARE

Standard 2

*Resident care reflects the individual needs of the resident
and is delivered in a systematic way.*

<i>Criteria</i>	Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
2.1 There is a written philosophy of care which reflects the values of the home.	<input type="checkbox"/>	<input type="checkbox"/>	_____
2.2 The philosophy of care is developed with input from residents, staff and relatives.	<input type="checkbox"/>	<input type="checkbox"/>	_____
2.3 The philosophy of care is clearly displayed.	<input type="checkbox"/>	<input type="checkbox"/>	_____
2.4 All nurses are aware of and guided by their duty of care to the residents as set out in the UKCC Professional Code of Conduct.	<input type="checkbox"/>	<input type="checkbox"/>	_____
2.5 Each resident is registered with a local GP of their choice.	<input type="checkbox"/>	<input type="checkbox"/>	_____
2.6 Information on the social and medical health of each resident is requested prior to arrival.	<input type="checkbox"/>	<input type="checkbox"/>	_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

This includes:

- *information required as part of the resident's medical history*
- *information about the resident's preferences and wishes*
- *report from social services representative.*

- | | | | |
|------|--|--------------------------|--------------------------|
| 2.7 | The home has a written admissions policy. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.8 | There is an admission procedure which ensures that each new resident is welcomed to the home. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.9 | Each resident has a key/named worker. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.10 | The key/named worker has relevant and up-to-date training, professional supervision and support. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.11 | There is a policy and procedure for contacting the medical practitioner. | <input type="checkbox"/> | <input type="checkbox"/> |

Guidance

This may be a GP, consultant geriatrician, psychiatrist or psychologist.

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

2.12 Residents and relatives have the opportunity to discuss welfare, treatment, prognosis and care with an informed member of staff.

☐ ☐

2.13 Each resident has access to support services.

☐ ☐

Guidance

These may include:

- * dentist
- * chiropodist
- * optician
- * hearing specialist
- * physiotherapist
- * speech therapist
- * dietitian
- * continence advisor
- * counsellor
- * occupational therapist
- * psychologist
- * social worker
- * library
- * education
- * transport.

COMMENTS

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- not achievable?

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THE RESIDENT'S RECORDS

Standard 3

Resident's care is based on an accurate and complete health record and care plan and is in accordance with the UKCC guidelines on record keeping.

Criteria	Yes	No	Please comment on the progress you have made towards meeting each criterion
3.1 The resident's health record contains the following:			
3.1.1 identification data including administrative details	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Guidance</i>			
<i>This covers:</i>			
* full name			
* how the resident likes to be known			
* date of birth			
* date and time of admission			
* ethnic origin			
* language spoken			
* religion			
* referring agent			
* home address and telephone number			
* admitted from			
* next of kin/significant other			
* additional contact name(s), address(es) and telephone number(s)			
* marital status			
* sex			

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

- * *current GP*
- * *previous GP*
- * *location in home*
- * *arrangements on death and organ donation.*

3.1.2 an assessment of physical needs

11

Guidance

This includes:

- * *diagnosis*
- * *past medical history and family history*
- * *recent hospital admission*
- * *allergies*
- * *skin*
(risk assessment and dependency rating)
- * *weight*
(for moving and handling assessment)
- * *diet and fluids*
(teeth and dentures)
- * *elimination*
(urinalysis and continence)
- * *breathing*
(temperature and pulse rate, blood pressure)
- * *communication*
(hearing, glasses, language)
- * *mobilisation and physical disabilities*
- * *sleeping habits*

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Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

- * *washing and dressing*
- * *maintaining a safe environment*
- * *expressing sexuality*
- * *likes and dislikes*
- * *pain assessment.*

3.1.3 an assessment of psychological needs

☐ ☐

Guidance

This includes

- * *mood changes*
- * *demeanour*
- * *mental state*
(physical signs of emotion, depression, elation, delusions, hallucinations)
- * *dementia.*

3.1.4 an assessment of social needs

☐ ☐

Guidance:

This includes

- * *family profile*
- * *hobbies and pastimes*
- * *interaction*
- * *interpersonal relationships*
- * *employment*

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
	* smoker/non-smoker			
	* alcohol intake			
	* daily living skills (washing, shopping, cooking, handling of finances).			
3.1.5	an assessment of spiritual needs	<input type="checkbox"/>	<input type="checkbox"/>	
	<i>Guidance</i>			
	<i>This includes:</i>			
	* religious beliefs			
	* practices relating to religious belief or ethnic group.			
3.2	A plan of care is developed for each resident based on their assessed needs and preferences.	<input type="checkbox"/>	<input type="checkbox"/>	
3.3	In formulating the plan of care there is evidence of the involvement of:			
3.3.1	the resident	<input type="checkbox"/>	<input type="checkbox"/>	
3.3.2	their relative with the resident's permission	<input type="checkbox"/>	<input type="checkbox"/>	
3.3.3	other staff where appropriate (for example, catering, therapists).	<input type="checkbox"/>	<input type="checkbox"/>	
3.4	Entries into the care plan, including alterations, are:			
3.4.1	made only by nurses and care staff	<input type="checkbox"/>	<input type="checkbox"/>	

<i>Criteria</i>		<i>Yes</i>	<i>No</i>	<i>Please comment on the progress you have made towards meeting each criterion</i>
	3.4.2 legible, dated and signed in black ink	<input type="checkbox"/>	<input type="checkbox"/>	_____
	3.4.3 authorised only by senior staff.	<input type="checkbox"/>	<input type="checkbox"/>	_____
3.5	There is evidence that:			_____
	3.5.1 the care plan is implemented, evaluated and systematically updated	<input type="checkbox"/>	<input type="checkbox"/>	_____
	3.5.2 medication is reviewed.	<input type="checkbox"/>	<input type="checkbox"/>	_____
3.6	Nursing and care staff are involved in handover meetings to ensure communication and continuity of care.	<input type="checkbox"/>	<input type="checkbox"/>	_____
3.7	The daily record is cross referenced to the care plan.	<input type="checkbox"/>	<input type="checkbox"/>	_____
3.8	Results from appointments and treatments are recorded and action taken.	<input type="checkbox"/>	<input type="checkbox"/>	_____
3.9	Reports by medical, nursing, allied health professionals and social services are recorded and action taken.	<input type="checkbox"/>	<input type="checkbox"/>	_____
3.10	There is a storage system which:			_____
	3.10.1 enables the identification and retrieval of records	<input type="checkbox"/>	<input type="checkbox"/>	_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

3.10.2 is in accordance with registration authority requirements.

10/10

.....

3.11 There is space to meet future record storage needs.

11

3.12 Current and old records are secured to guard against loss, damage or use by unauthorised persons.

10/10

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[illegible]

.....

Figure 1

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COMMENTS

Please comment on the standard and criteria in the space below.

This will help in the revision of the standards.

For example, is there anything that is:

- difficult to interpret
- out of date
- not achievable?

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MANAGEMENT OF MEDICINES

Standard 4

There are inhouse procedures for the administration of medicines which are in accordance with UKCC standards ensuring that correct medication is given to the right person at the right time.

Criteria	Yes	No	Please comment on the progress you have made towards meeting each criterion
4.1 All medicines are administered by a qualified person.	<input type="checkbox"/>	<input type="checkbox"/>	
4.2 The home has an up-to-date copy of the British National Formulary/MIMMS.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3 The home has access to a local pharmacist/dispensing doctor.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4 There is a policy and set of procedures for the ordering, supply, delivery, storage and disposal of pharmaceutical and related products.	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Guidance</i>			
<i>Pharmaceutical and related products include:</i>			
* <i>prescribed medicines</i>			
* <i>medical gases</i>			
* <i>sterile supplies</i>			
* <i>dressings</i>			
* <i>intravenous fluids</i>			

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
	* nutritional supplements			
	* agreed home remedies.			
4.5	There are arrangements for obtaining urgent pharmaceutical products.	<input type="checkbox"/>	<input type="checkbox"/>	
4.6	There is a procedure for the safe administration of medicines.	<input type="checkbox"/>	<input type="checkbox"/>	
	<i>Guidance</i>			
	<i>This should take into consideration the following:</i>			
	* self-administration			
	* arrangements on excursions/holidays			
	* administration of home remedies.			
4.7	The medication procedure is agreed by the pharmacist/dispensing doctor, the home and the health authority pharmacist.	<input type="checkbox"/>	<input type="checkbox"/>	
4.8	The following documented policies and procedures are in place:			
4.8.1	the storage and stock control of all medicines	<input type="checkbox"/>	<input type="checkbox"/>	
4.8.2	the acceptance of verbal orders	<input type="checkbox"/>	<input type="checkbox"/>	
4.8.3	the management of error and other risk	<input type="checkbox"/>	<input type="checkbox"/>	

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
	4.8.4 the management of self medications	<input type="checkbox"/>	<input type="checkbox"/>	
	4.8.5 the security of medicines (for example, keyholding)	<input type="checkbox"/>	<input type="checkbox"/>	
	4.8.6 the safe disposal of medicines where necessary which comply with the Environmental Protection Act 1990	<input type="checkbox"/>	<input type="checkbox"/>	
	4.8.7 the safe disposal of sharps.	<input type="checkbox"/>	<input type="checkbox"/>	
4.9	There are secure storage facilities in the home which ensure that all pharmaceutical and related products are held under conditions which conform to statutory and manufacturers requirements.	<input type="checkbox"/>	<input type="checkbox"/>	
	<i>Guidance</i>			
	<i>Storage facilities include:</i>			
	* <i>controlled drugs cupboards which comply with regulation 3(1) of the Misuse of Drugs (Safe Custody) Regulations SI 1973/798</i>			
	* <i>drug cupboards which are fitted to the manufacturer's specification</i>			
	* <i>medicine trolleys which are locked and attached to a wall</i>			
	* <i>refrigerators which are lockable and are monitored to ensure that appropriate temperatures are measured.</i>			
4.10	Records are kept of receipt, administration and disposal of all medicines.	<input type="checkbox"/>	<input type="checkbox"/>	

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

The records are signed and indicate the quantity involved.

The records include medication brought into the home by a resident.

4.11 The recording system is approved by the registering and inspecting authority.

☐ ☐

4.12 A separate register is kept for the receipt, administration and disposal of controlled drugs.

☐ ☐

4.13 The register is signed and witnessed when controlled drugs are disposed of.

☐ ☐

4.14 All records relating to medicines are kept for 8 years from date of discharge or death of resident.

☐ ☐

4.15 Procedures for the administration of medicines are evaluated and revised when necessary.

☐ ☐

Guidance

This may include evaluating:

- * *drug administration errors*
- * *drug reactions/side effects*
- * *use of antipsychotic drugs.*

COMMENTS

Please comment on the standard and criteria in the space below.

This will help in the revision of the standards.

For example, is there anything that is:

- *difficult to interpret*
- *out of date*
- *not achievable?*

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MANAGEMENT ARRANGEMENTS

Standard 5

There are clear management arrangements in place to enable the home to achieve its objectives.

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
	Business Planning			
5.1	The home has a business plan which sets out short, medium and long term objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	<i>Guidance</i>			
	<i>The business plan takes into account:</i>			
	* <i>local community care plans</i>			
	* <i>service specifications</i>			
	* <i>purchasing intentions</i>			
	* <i>head office plans.</i>			
5.2	The business plan is based on accurate financial calculations.	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
	Contracts			
5.3	There are written and signed contracts for the services provided and purchased by the home.	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

These contracts may cover care, domestic services, gardening, security, maintenance, waste disposal.

- 5.4 Compliance with contract specifications is monitored and reviewed.

☐ ☐

Organisational Structure

- 5.5 The registered person is a governing body or a designated individual.

☐ ☐

Guidance

The governing body may be a board of directors or an elected committee.

- 5.6 The person in charge is the clinical manager.

☐ ☐

Guidance

The person in charge is either a first level nurse or a general practitioner and is trained and qualified for the client group of the home.

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
5.7	The person in charge is a trained and experienced manager.	<input type="checkbox"/>	<input type="checkbox"/>	
5.8	There is a designated individual to take responsibility for the home in the absence of the manager.	<input type="checkbox"/>	<input type="checkbox"/>	
	<i>Guidance</i>			
	<i>The designated individual is either a first level nurse or a general practitioner and is trained and qualified for the client group of the home.</i>			
5.9	The manager of the home is available onsite to staff, residents and relatives.	<input type="checkbox"/>	<input type="checkbox"/>	
5.10	There is a written organisational chart for the home.	<input type="checkbox"/>	<input type="checkbox"/>	
	<i>Guidance</i>			
	<i>The organisational chart should include any governing body and specify job titles and lines of responsibility.</i>			
5.11	The organisational chart is:			
	5.11.1 understood by staff	<input type="checkbox"/>	<input type="checkbox"/>	
	5.11.2 dated	<input type="checkbox"/>	<input type="checkbox"/>	
	5.11.3 reviewed annually or when there are changes.	<input type="checkbox"/>	<input type="checkbox"/>	

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Finances

- 5.12 The manager has access to financial advice.
- 5.13 Accurate reports of income and expenditure are received by the manager.
- 5.14 There are documented systems in place for authorising, ordering, receipt and payment for goods and services on a value for money basis.
- 5.15 There are written and up-to-date policies and procedures for all accounting functions.

☐ ☐

☐ ☐

☐ ☐

☐ ☐

Inspection

- 5.16 An up-to-date registration and inspection report is available.

☐ ☐

COMMENTS

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COMMUNICATION AND INFORMATION

Standard 6

There is effective internal and external communication.

Criteria	Yes	No	Please comment on the progress you have made towards meeting each criterion
6.1 There are means of communication with:			
6.1.1 residents	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.2 relatives	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.3 staff throughout the home	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.4 the governing body/head office	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.5 general practitioners	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.6 relevant agencies	<input type="checkbox"/>	<input type="checkbox"/>	
Guidance			
Agencies may include:			
* health and social services			
* community services			
* regulatory bodies			
* community health councils.			

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Means of communication may include:

- * *staff meetings*
- * *multi-disciplinary discussions*
- * *residents' groups*
- * *relatives' groups.*

Matters for communication may include:

- * *changes to daily routines*
- * *proposed changes in service provision*
- * *circulars.*

6.2 There are means of communication with the local community.

☐ ☐

6.3 There is an up-to-date brochure or information leaflet about the home.

☐ ☐

Guidance

The brochure or information leaflet may include:

- * *details of the services provided (for example, hairdressing, chiropody)*
- * *the resident's rights*
- * *application form*
- * *fees*
- * *details of any restrictions (for example, on food brought into the home and visiting hours).*

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
6.4	There is a resident's handbook which includes the rights of the resident.	<input type="checkbox"/>	<input type="checkbox"/>	_____
6.5	The resident's handbook is available to the resident and their relatives.	<input type="checkbox"/>	<input type="checkbox"/>	_____
6.6	Information for residents and relatives is up to date and regularly reviewed.	<input type="checkbox"/>	<input type="checkbox"/>	_____
<i>Guidance</i>				_____
<i>This may include:</i>				_____
	* <i>health promotion material</i>			_____
	* <i>self-help groups</i>			_____
	* <i>claiming benefits.</i>			_____
6.7	There is a publicised procedure for raising concerns about maladministration, breaches of codes of conduct and accountability and other concerns of an ethical nature:			_____
	6.7.1 by residents	<input type="checkbox"/>	<input type="checkbox"/>	_____
	6.7.2 by relatives	<input type="checkbox"/>	<input type="checkbox"/>	_____
	6.7.3 by staff	<input type="checkbox"/>	<input type="checkbox"/>	_____
6.8	There is a publicised channel of communication for suggestions/expressions of satisfaction:			_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

6.8.1 by residents

☐ ☐

6.8.2 by relatives

☐ ☐

6.8.3 by staff

☐ ☐

Guidance

This may include:

- * *comments book*
- * *suggestions box*

6.9 The effectiveness of communication is reviewed on a systematic basis.

☐ ☐

Information Technology

6.10 Where computerised information is kept, confidentiality is maintained in accordance with the Data Protection Act 1984.

☐ ☐

6.11 Plans are in place to ensure that clinical and non clinical computerised information is not lost in the event of computer failure.

☐ ☐

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

Computerised information may include:

- * *personnel records*
- * *care planning information*
- * *financial records.*

[illegible]

COMMENTS

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HUMAN RESOURCES

Standard 7

Staff are deployed effectively and efficiently.

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
7.1	<p>There is a systematic approach to planning staffing levels.</p> <p><i>Guidance</i></p> <p><i>The following are taken into consideration:</i></p> <ul style="list-style-type: none"> * <i>staffing levels are systematically assessed and monitored against workload</i> * <i>the skill-mix/grading and competence profile of staff are regularly reviewed to ensure residents' needs are met</i> * <i>details about the home's workforce are recorded in order to provide manpower information for management purposes (for example, sickness rates, absence rates, number and grades of staff).</i> 	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
7.2	<p>There are documented human resource policies and procedures.</p> <p><i>Guidance</i></p> <p><i>These include</i></p> <ul style="list-style-type: none"> * <i>equal opportunities</i> * <i>induction</i> * <i>acceptance of gratuities.</i> 	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Recruitment and Selection

7.3

There is a documented procedure for the recruitment and selection of staff.

☐ ☐

Guidance

This may include:

- * *job definition*
- * *selection criteria*
- * *retention of shortlisting and interview notes*
- * *obtaining references*
- * *health screening*
- * *issuing a letter of appointment within one week of the job offer*
- * *positive action to recruit staff from similar backgrounds (for example, culture, language).*

7.4

As part of the recruitment and selection procedure:

7.4.1 qualifications are checked

☐ ☐

7.4.2 criminal convictions are disclosed in compliance with the Rehabilitation of Offenders Act 1974

☐ ☐

7.4.3 health status declaration is made

☐ ☐

7.4.4 equal opportunities are monitored.

☐ ☐

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Terms and Conditions of Service

7.5

There are written policies and procedures for the terms and conditions of employment.

☐ ☐

Guidance

Policies and procedures include:

- * *termination of employment*
- * *maternity/paternity leave*
- * *disciplinary and grievance*
- * *disputes and appeals*
- * *absence through sickness*
- * *annual leave.*

Current employment legislation should be referred to when drawing up these policies.

7.6

All staff receive written contracts of employment within two months of appointment.

☐ ☐

Guidance

All contracts should detail terms and conditions of service.

7.7

Staff are consulted and informed of changes in their terms and conditions of employment.

☐ ☐

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

- 7.8 There are written job descriptions for all posts.
- 7.9 Job descriptions are:
- 7.9.1 dated
- 7.9.2 reviewed annually or when the postholder changes.
- 7.10 Personnel records are maintained.

☐ ☐

☐ ☐

☐ ☐

☐ ☐

Guidance

These records may include:

- * *application form/curriculum vitae*
- * *references*
- * *the contract of employment and any amendments issued*
- * *an up-to-date job description*
- * *details of qualifications held*
- * *any disciplinary proceedings*
- * *records of leave and sickness*
- * *appraisal details*
- * *training and course attendance records*
- * *staff identification*
- * *a signature not to accept gratuities.*

- 7.11 Personnel records are:

7.11.1 up to date

☐ ☐

7.11.2 confidential

☐ ☐

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
	7.11.3 accessible to the employee.	<input type="checkbox"/>	<input type="checkbox"/>	_____
7.12	Exit interviews are conducted.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	Orientation and Induction			_____
7.13	New staff receive induction in the following areas:			_____
	7.13.1 emergency procedures, for example, fire, resuscitation	<input type="checkbox"/>	<input type="checkbox"/>	_____
	7.13.2 health and safety, for example moving, handling, security, dealing with accidents and incidents, risks in the workplace and how to minimise them	<input type="checkbox"/>	<input type="checkbox"/>	_____
	7.13.3 care of residents, for example, confidentiality, health records and care plans, key workers	<input type="checkbox"/>	<input type="checkbox"/>	_____
	7.13.4 philosophy and objectives of the home.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	<i>Guidance</i>			_____
	<i>Staff include permanent, full and part-time staff, bank and agency staff, volunteers, students and work experience placements.</i>			_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Training and Development

7.14

There is access to programmes for continuing education, professional updating and management development based on identified corporate, staff and residents' needs.

☐ ☐

Guidance

Programmes may include:

- * *courses and study days which meet the requirements of professional bodies and institutions, for example, UKCC and ENB*
- * *continuing education and management development, for example, PREP, NVQ, MCI, City & Guilds*
- * *internal and external training courses, for example, first aid, counselling skills, cultural awareness, finance, communication, time management*
- * *mentoring schemes*
- * *lectures, workshops and conferences.*

7.15

The learning from these programmes is shared with staff.

☐ ☐

7.16

Current reference manuals, pamphlets, journals and textbooks are available in the home.

☐ ☐

<i>Criteria</i>		<i>Yes</i>	<i>No</i>	<i>Please comment on the progress you have made towards meeting each criterion</i>
7.17	Educational and developmental opportunities for staff are publicised.	<input type="checkbox"/>	<input type="checkbox"/>	_____
7.18	Records of training are maintained.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	Performance Review			_____
7.19	There is a documented staff appraisal system.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	<i>Guidance</i>			_____
	<i>The staff appraisal system should be based on the job description and work objectives and should identify:</i>			_____
	* <i>strengths in performance</i>			_____
	* <i>areas requiring further development</i>			_____
	* <i>educational/training needs.</i>			_____
	Staff Support			_____
7.20	There is a system of ongoing staff support.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	<i>Guidance</i>			_____
	<i>This may include</i>			_____
	* <i>staff supervision</i>			_____
	* <i>stress management</i>			_____
	* <i>counselling</i>			_____
	* <i>dealing with bereavement</i>			_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

7.21 All non-registered staff working within the home practise under the supervision of, and have access to, a registered nurse on a 24 hour basis.

☐ ☐

7.22 Staff have access to a formal procedure for reporting complaints or abuse.

☐ ☐

COMMENTS

Please comment on the standard and criteria in the space below.

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For example, is there anything that is:

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POLICIES AND PROCEDURES

Standard 8

There are written policies and procedures which support activities and guide staff in the functions and responsibilities of the home.

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
8.1	Written policies and procedures are developed with staff input.	<input type="checkbox"/>	<input type="checkbox"/>	<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>
	<i>Guidance</i>			<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>
	<i>Members of staff involved will depend on the type of policy being drawn up.</i>			<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>
8.2	Policies and procedures are communicated to staff.	<input type="checkbox"/>	<input type="checkbox"/>	<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>
8.3	When writing policies, statutory regulations and professional codes of practice are taken into consideration.	<input type="checkbox"/>	<input type="checkbox"/>	<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>
8.4	Policies and procedures are:			<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>
8.4.1	written in a clear and intelligible style	<input type="checkbox"/>	<input type="checkbox"/>	<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>
8.4.2	reviewed on a regular basis, and if necessary, amended	<input type="checkbox"/>	<input type="checkbox"/>	<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

*This could be annually or sooner if new guidance is issued.
Responsibility for guidance should be clear.*

8.4.3 compiled into a manual

☐ ☐

8.4.4 dated

☐ ☐

8.4.5 accessible to all staff.

☐ ☐

Guidance

This should include bank and agency staff.

8.5 Staff are informed when changes to policies and procedures occur.

☐ ☐

8.6 Adherence to policies and procedures is monitored.

☐ ☐

COMMENTS

Please comment on the standard and criteria in the space below.
This will help in the revision of the standards.

For example, is there anything that is:

- difficult to interpret
- out of date
- not achievable?

BUILDINGS, FACILITIES AND EQUIPMENT

Standard 9

The environment, facilities and equipment ensure safe, efficient and effective care of residents, staff and visitors and enable the overall objectives of the home to be achieved.

Criteria	Yes	No	Please comment on the progress you have made towards meeting each criterion
9.1 There is a plan of the building, services, plant and equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
9.2 There is access for emergency vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	
9.3 Internal and external security arrangements to protect the home and contents and to ensure the safety of residents, staff and visitors include:			
9.3.1 a staff identification system	<input type="checkbox"/>	<input type="checkbox"/>	
9.3.2 a system for identifying visitors	<input type="checkbox"/>	<input type="checkbox"/>	
9.3.3 lockable places for valuables belonging to residents and staff	<input type="checkbox"/>	<input type="checkbox"/>	
9.3.4 insurance policies to cover buildings and content	<input type="checkbox"/>	<input type="checkbox"/>	
9.3.5 secure locks and an intruder alarm system	<input type="checkbox"/>	<input type="checkbox"/>	
9.3.6 well lit external areas.	<input type="checkbox"/>	<input type="checkbox"/>	
9.4 There is clear internal and external signposting.	<input type="checkbox"/>	<input type="checkbox"/>	

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

Consideration is given to:

- * *the needs of the visually impaired*
- * *the needs of ethnic minority residents.*

9.5 There is wheelchair access inside and outside the home.

☐ ☐

9.6 Where residents are accommodated on floors other than ground level there is a minimum of one shaft lift.

☐ ☐

9.7 Resident safety devices are installed to meet the needs of residents and include:

9.7.1 a nurse call system in all areas to which the resident has access

☐ ☐

9.7.2 hand rails in passage ways

☐ ☐

9.7.3 grab rails in residents' toilets, showers and bathrooms

☐ ☐

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

9.7.4 provision for emergency entry to toilets, showers and bathrooms

☐ ☐

9.7.5 provision of variable height beds

☐ ☐

9.7.6 beds fitted with adjustable side rails where the resident (or his/her representative) requests them

☐ ☐

9.7.7 safety straps on wheelchairs and other resident transporting items which are not fitted with side rails.

☐ ☐

Guidance

Design of resident safety devices promotes independence.

9.8 The temperature of the hot water supply in resident areas is automatically controlled to prevent accidental scalding.

☐ ☐

9.9 All portable gas cylinders are safely stored, restrained and secured.

☐ ☐

9.10 There is a planned and documented maintenance programme which covers:

9.10.1 equipment, for example, resuscitation equipment, hoists, heating systems, lighting, sluices and cookers

☐ ☐

COMMENTS

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HEALTH AND SAFETY MANAGEMENT

Standard 10

*There is a managed approach to health and safety
which creates a safe and healthy environment for all residents, visitors and staff.*

<i>Criteria</i>	Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
10.1 There is an individual who has overall responsibility for developing, implementing and reviewing health and safety policy.	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/>
10.2 There is a written health and safety policy for the home.	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/>
<i>Guidance</i> <i>This should conform to the requirements of current legislation and should be signed and dated by the chief executive/owner of the home.</i>			<hr/> <hr/> <hr/>
10.3 Written local health and safety policies/procedures are developed and implemented.	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/>
<i>Guidance</i> <i>These policies/procedures should be consistent with the home's health and safety policy.</i> <i>Areas where local policies/procedures may be needed include:</i>			<hr/> <hr/> <hr/> <hr/>

<i>Criteria</i>		<i>Yes</i>	<i>No</i>	<i>Please comment on the progress you have made towards meeting each criterion</i>
	<ul style="list-style-type: none"> <i>kitchen</i> <i>laundry rooms</i> <i>linen rooms.</i> 			_____
10.4	A poster which outlines the employers' and employees' obligations under the Health and Safety at Work etc Act 1974, is displayed.	<input type="checkbox"/>	<input type="checkbox"/>	_____
10.5	An employer's liability insurance certificate is displayed in a public place.	<input type="checkbox"/>	<input type="checkbox"/>	_____
10.6	Safety representatives (non union) are appointed within the home.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	<i>Guidance</i>			_____
	<i>The responsibilities of health and safety representatives are:</i>			_____
	* <i>detailed in their job descriptions</i>			_____
	* <i>detailed in objectives</i>			_____
	* <i>set and reviewed annually.</i>			_____
10.7	The safety representatives (non union) are provided with the training necessary to make an informed contribution to health and safety matters.	<input type="checkbox"/>	<input type="checkbox"/>	_____
10.8	Arrangements are in place for obtaining competent health and safety advice.	<input type="checkbox"/>	<input type="checkbox"/>	_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

Competent refers to someone with sufficient training, experience and knowledge to enable proper assistance to be given. This person may be an employee or may be an independent health and safety expert.

- 10.9 First aid arrangements are in place and are in accordance with current legislation.

☐ ☐

Guidance

Rules for the provision of first aid facilities are laid down in the Health and Safety (First Aid) Regulations 1981.

- 10.10 The home promotes the awareness of health and safety policy and health and safety issues.

☐ ☐

Guidance

This could be through noticeboards, newsletters, suggestion schemes.

- 10.11 The risks to the health and safety of staff, residents, and other visitors are assessed.

☐ ☐

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

Risks to be assessed include:

- *substances hazardous to health*
- *moving and handling of residents, equipment and other heavy loads*
- *personal protective clothing*
- *security and violence inside and outside the home*
- *work equipment (including electrical equipment)*
- *fire*
- *the working environment.*

10.12

Once risks have been assessed:

10.12.1 necessary and preventive and protective measures are identified

☐ ☐

10.12.2 preventive and protective measures are put in place

☐ ☐

10.12.3 measures are taken to control risk

☐ ☐

10.12.4 records of assessment and action taken are maintained.

☐ ☐

10.13

Accidents, errors, incidents, hazards and safety deficiencies are:

10.13.1 reported

☐ ☐

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
	10.13.2 investigated	<input type="checkbox"/>	<input type="checkbox"/>	_____
	10.13.3 acted upon.	<input type="checkbox"/>	<input type="checkbox"/>	_____
10.14	Where necessary, accidents and incidents are reported to the Health and Safety Executive under the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR).	<input type="checkbox"/>	<input type="checkbox"/>	_____ _____ _____
10.15	There is a documented health and safety education programme for the home.	<input type="checkbox"/>	<input type="checkbox"/>	_____ _____ _____
<i>Guidance</i>				_____
<i>There is a general duty on the home to provide the training necessary to ensure that the health and safety of all employees (so far as is reasonably practicable) is maintained.</i>				_____ _____ _____
<i>Training should include:</i>				_____
<ul style="list-style-type: none"> • <i>induction training programmes</i> • <i>regular refresher training for all employees</i> • <i>training for employees who are transferred or promoted (this should be carried out before the postholder moves).</i> 				_____ _____ _____
<i>Training in the following areas should be considered: fire; moving and handling of residents, equipment or other heavy loads; food hygiene; first aid.</i>				_____ _____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

In areas where there is a higher risk of violence, staff should be trained to handle potentially aggressive situations.

When looking at training, the individual needs of staff members should be addressed.

10.16 Records of health and safety training given to staff are maintained.

☐ ☐

Guidance

This should be recorded for each employee, together with the date on which the training took place.

10.17 Mechanisms are in place to minimise the risk of accident or injury to lone workers.

☐ ☐

Infection control

10.18 There are written infection control policies and procedures.

☐ ☐

Guidance

These should be in keeping with the local authority's infection control policy and should consider the following areas:

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

- *clinical procedures*
- *disposal of waste*
- *outbreaks*
- *isolation techniques*
- *sterilisation and disinfection*
- *last office guidance*
- *hotel services eg kitchens, laundry, domestics.*

10.19

There are written policies and procedures for the disposal of waste.

☐ ☐

Guidance

When drawing up policies and procedures the Environmental Protection Act 1990 should be referred to.

Policies and procedures include:

- *segregating general and contaminated waste at the site of generation (including colour coding and labelling the place and date of origin)*
- *disposing of sharp objects in suitable containers*
- *dealing with needle stick injuries (including investigation and follow up)*
- *safe handling of contaminated waste including the use of approved contaminated waste bags, protective clothing and appropriate storage facility before removal from the site.*

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

10.20

The effectiveness of health and safety management within the home is reviewed.

11

Guidance

The following elements of the health and safety management system should be reviewed:

- *policy implementation*
- *organisation*
- *measuring systems*
- *reviewing systems.*

Staff should be involved in the review.

COMMENTS

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FIRE SAFETY

Standard 11

The home is constructed, equipped, operated and maintained in a manner which ensures the safety of its residents, visitors and staff and protects the property from fire and the products of combustion.

Criteria	Yes	No	Please comment on the progress you have made towards meeting each criterion
Management Responsibilities			
11.1 A senior manager is designated as fire safety officer and nominates a senior person in their absence.	<input type="checkbox"/>	<input type="checkbox"/>	
11.2 There is a written fire safety policy for the home.	<input type="checkbox"/>	<input type="checkbox"/>	
11.3 The nominated fire safety officer coordinates fire safety procedures in the event of an alarm.	<input type="checkbox"/>	<input type="checkbox"/>	
11.4 There is written evidence that all buildings comply with legislation relating to fire safety.	<input type="checkbox"/>	<input type="checkbox"/>	
Guidance			
<i>Where major building alteration, development or service alteration have taken place, written evidence of a fire inspection should be available.</i>			

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
11.5	There is documented response to any recommendations made by the health authority fire officer.	<input type="checkbox"/>	<input type="checkbox"/>	_____
11.6	All incidents of fire are reported to the local registration authority and investigated.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	Fire Systems and Equipment			_____
11.7	Approved fire detection and alarm systems exist throughout the home.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	<i>Guidance</i>			_____
	<i>These include</i>			_____
	* smoke detectors			_____
	* manual fire alarms (call points should be unobstructed and clearly visible or suitably indicated).			_____
	<i>Audible alarm systems should be:</i>			_____
	* loud enough to be heard in all areas of the home			_____
	* distinctive from other signals/alarms used in the area			_____
11.8	Fire fighting equipment is:			_____
	11.8.1 provided	<input type="checkbox"/>	<input type="checkbox"/>	_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

11.8.2 appropriate to the type of fire most likely to occur in the area in which it is located.

☐ ☐

Guidance

Fire fighting equipment would include:

- * fire extinguishers
- * hose reels
- * fire blankets
- * hydrants.

Particular attention should be given to hazardous areas such as:

- * kitchens
- * laundry storage areas and linen rooms
- * refuse collection and storage areas.

Different types of fire extinguisher will be used depending on the type of fire involved, eg water extinguishers should only be used for ordinary combustible fires, carbon dioxide extinguishers for electrical fires, foam extinguishers for flammable liquids.

11.9

There is recorded evidence that the testing and maintenance of fire fighting equipment is performed.

☐ ☐

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
	<i>Guidance</i>			
	<i>Extinguishers should be tested annually, emergency lighting monthly, fire bells weekly and automatic door releases weekly.</i>			
11.10	Fire equipment is clearly signposted.	<input type="checkbox"/>	<input type="checkbox"/>	
11.11	Notices detailing what to do on discovering a fire and on hearing the alarm are displayed.	<input type="checkbox"/>	<input type="checkbox"/>	
	Evacuation			
11.12	A plan showing the internal layout of the building with fire exits and siting of extinguishers is displayed in one or more prominent locations.	<input type="checkbox"/>	<input type="checkbox"/>	
11.13	Doorways, corridors, ramps and stairways designated as fire escapes routes are:			
	11.13.1 accessible at all times	<input type="checkbox"/>	<input type="checkbox"/>	
	11.13.2 wide enough for the evacuation of non-ambulant residents	<input type="checkbox"/>	<input type="checkbox"/>	
	11.13.3 not used to store combustible materials.	<input type="checkbox"/>	<input type="checkbox"/>	
11.14	Fire and smoke doors can be opened and closed manually.	<input type="checkbox"/>	<input type="checkbox"/>	
11.15	Fire exit signs are displayed.	<input type="checkbox"/>	<input type="checkbox"/>	

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
11.16	Fire exit doors can be released from the inside at all times. <i>Guidance</i> <i>Exit doors should be provided with locks or fastenings that can be opened in an emergency without the use of a key, card or digital lock.</i>	<input type="checkbox"/>	<input type="checkbox"/>	
11.17	Fire emergency plans and procedures are in place. <i>Guidance</i> <i>These include evacuation plans and instructions. Fire emergency plans should take into account the disruption caused by construction, redevelopment or upgrading work. Residents and relatives should be made aware of the fire emergency plans and procedures.</i>	<input type="checkbox"/>	<input type="checkbox"/>	
11.18	There is a written plan available detailing action to be taken in the event of residents having to be moved out of the home. Training	<input type="checkbox"/>	<input type="checkbox"/>	
11.19	Practice fire drills are held for day and night staff under varied conditions.	<input type="checkbox"/>	<input type="checkbox"/>	

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

In small premises, where not more than two members of staff are available, the exercise could take the form of a walk over the escape routes, checking fire doors and the position of fire alarm and fire equipment.

11.20 All drills are evaluated and a written report produced.

☐ ☐

Guidance

Recorded details may include:

- * *date of instruction or exercise*
- * *duration*
- * *name of person giving the instruction*
- * *name of persons receiving instruction*
- * *nature of instruction, training or drill.*

11.21 Staff receive training in fire procedures twice yearly.

☐ ☐

Guidance

All staff should be instructed and trained to ensure that they understand the fire precautions applicable to the building and the action to be taken in the event of a fire.

Fire training should include:

- * *alarm notification procedures*
- * *use and operation of fire fighting equipment*
- * *route of evacuation.*

Criteria

Yes **No**

Please comment on the progress you have made towards meeting each criterion

11.22 Attendance at fire training is recorded.

☐ ☐

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QUALITY IMPROVEMENT

Standard 12

*There is a structured approach to quality improvement
which supports the objectives of the home.*

Criteria		Yes	No	Please comment on the progress you have made towards meeting each criterion
12.1	Quality activities include:			
	12.1.1 identifying areas for improvement	<input type="checkbox"/>	<input type="checkbox"/>	
	12.1.2 specifying local standards to be achieved	<input type="checkbox"/>	<input type="checkbox"/>	
	12.1.3 monitoring performance against specified standards.	<input type="checkbox"/>	<input type="checkbox"/>	
	Guidance			
	This may include:			
	* collecting statistics			
	* assessing residents', relatives' and staff satisfaction			
	* reviewing the accuracy of health care recording.			
	12.1.4 implementing action to achieve specified standards	<input type="checkbox"/>	<input type="checkbox"/>	
	12.1.5 reviewing the effectiveness of the action taken to ensure long-term improvements	<input type="checkbox"/>	<input type="checkbox"/>	
	12.1.6 informing staff of the results of audit activity.	<input type="checkbox"/>	<input type="checkbox"/>	

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CATERING

Standard 13

The catering service provides a high standard of food to residents, staff and visitors.

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
13.1	Where the catering service is provided under contract, the home ensures that these criteria are written into the service specification and maintained.	<input type="checkbox"/>	<input type="checkbox"/>	_____
13.2	There is access to dietetic advice.	<input type="checkbox"/>	<input type="checkbox"/>	_____
13.3	All staff who handle food receive documented training and updating in:			_____
	13.3.1 food handling	<input type="checkbox"/>	<input type="checkbox"/>	_____
	13.3.2 hygiene practices	<input type="checkbox"/>	<input type="checkbox"/>	_____
	13.3.3 safe practice	<input type="checkbox"/>	<input type="checkbox"/>	_____
	13.3.4 religious customs.	<input type="checkbox"/>	<input type="checkbox"/>	_____
13.4	Service policies and procedures reflect the requirements of the Food Safety Act 1990.	<input type="checkbox"/>	<input type="checkbox"/>	_____
13.5	There are procedures for food handlers to report if they are suffering from certain infections and the action to be taken.	<input type="checkbox"/>	<input type="checkbox"/>	_____

<i>Criteria</i>		<i>Yes</i>	<i>No</i>	<i>Please comment on the progress you have made towards meeting each criterion</i>
13.6	There are documented procedures for the safe storage, preparation, handling and distribution of food.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	<i>Guidance</i>			_____
	<i>This may include advance preparation.</i>			_____
13.7	Menus are planned to provide meals which meet the nutritional needs and preferences of residents and staff.	<input type="checkbox"/>	<input type="checkbox"/>	_____
	<i>Guidance</i>			_____
	<i>Consideration is given to the following</i>			_____
	* <i>attractive presentation of food</i>			_____
	* <i>portion size</i>			_____
	* <i>variety and texture</i>			_____
	* <i>nutritional balance</i>			_____
	* <i>cultural and religious preferences</i>			_____
	* <i>menu cycles</i>			_____
	* <i>the needs of residents and staff on either restricted or therapeutic diets.</i>			_____
13.8	There is a continuing programme of pest and vermin control.	<input type="checkbox"/>	<input type="checkbox"/>	_____
13.9	There is a stock control system.	<input type="checkbox"/>	<input type="checkbox"/>	_____
13.10	Food premises are registered with the local authority.	<input type="checkbox"/>	<input type="checkbox"/>	_____
13.11	Systems are in place to prevent cross infection.	<input type="checkbox"/>	<input type="checkbox"/>	_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

These include:

- * *food storage*
- * *food preparation*
- * *cooking and reheating/regeneration*
- * *dishwashing*
- * *waste disposal*
- * *surfaces cleaning.*

13.12 Special eating utensils are available to meet the needs of residents (for example, modified eating and drinking utensils).

☐ ☐

13.13 Residents are able to consult with catering staff and give feedback on the meals provided.

☐ ☐

13.14 A written response to the recommendations of the environmental health officer is produced.

☐ ☐

13.15 Recommendations made by the environmental health officer are complied with.

☐ ☐

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HOUSEKEEPING

Standard 14

The housekeeping service ensures and maintains a high standard of cleanliness and hygiene throughout the home.

Criteria	Yes	No	Please comment on the progress you have made towards meeting each criterion
14.1 Where the housekeeping service is provided under contract, the home ensures that these criteria are written into the service specification and maintained.	<input type="checkbox"/>	<input type="checkbox"/>	
14.2 All new staff receive inservice training on the following:			
14.2.1 disposal of waste	<input type="checkbox"/>	<input type="checkbox"/>	
14.2.2 storage and handling of any hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	
Guidance			
The Control of Substances Hazardous to Health Regulations 1988 should be referred to.			
14.2.3 safe practices	<input type="checkbox"/>	<input type="checkbox"/>	
14.2.4 the control of infection and the role of the employee in this control (for example, colour coded cloths and mop heads).	<input type="checkbox"/>	<input type="checkbox"/>	
14.3 Policies and procedures for housekeeping are developed.	<input type="checkbox"/>	<input type="checkbox"/>	

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

Guidance

These include:

- * *disposal of general and contaminated waste*
- * *cleaning of specialised areas (for example, toilets, sluices, bathrooms, treatment room, kitchen and laundry)*
- * *routine and special purpose cleaning.*

Policies and procedures should be consistent with the home's infection control policy.

14.4

There is a stock control system.

111

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COMMENTS

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LAUNDRY AND LINEN

Standard 15

The laundry and linen service provides a personal laundry service to residents and linen throughout the home.

<i>Criteria</i>		Yes	No	<i>Please comment on the progress you have made towards meeting each criterion</i>
15.1	Where the laundry and linen service is provided under contract, the home ensures that these criteria are written into the service specification and maintained.	<input type="checkbox"/>	<input type="checkbox"/>	_____
15.2	Staff receive inservice training on the following:			_____
	15.2.1 the control of infection and the role of the employee in this control	<input type="checkbox"/>	<input type="checkbox"/>	_____
	15.2.2 safe practice	<input type="checkbox"/>	<input type="checkbox"/>	_____
	15.2.3 operation of laundry equipment.	<input type="checkbox"/>	<input type="checkbox"/>	_____
15.3	Clean personal clothing for residents is:			_____
	15.3.1 available on a daily basis	<input type="checkbox"/>	<input type="checkbox"/>	_____
	15.3.2 clearly labelled.	<input type="checkbox"/>	<input type="checkbox"/>	_____
15.4	The amount of clean linen available is based on calculated need.	<input type="checkbox"/>	<input type="checkbox"/>	_____

Criteria

Yes No

Please comment on the progress you have made towards meeting each criterion

- 15.5 There is a linen stock control system.
- 15.6 Linen is stored in a clean, dry and well ventilated area.
- 15.7 There are written procedures for handling linen.

☐ ☐
☐ ☐
☐ ☐

Guidance

These include:

- * *physical appearance and condition of linen*
- * *processing techniques*
- * *wash formula.*

- 15.8 Clean linen and soiled linen are transported and stored separately.

☐ ☐

- 15.9 Infectious linen is labelled and suitable precautions are taken in its processing.

☐ ☐

- 15.10 Inhouse laundry facilities are separated from:

15.10.1 the clean linen processing area

☐ ☐

15.10.2 resident rooms

☐ ☐

15.10.3 areas of food preparation and storage

☐ ☐

15.10.4 areas in which cleaning material and equipment are stored.

☐ ☐

<i>Criteria</i>		<i>Yes</i>	<i>No</i>	<i>Please comment on the progress you have made towards meeting each criterion</i>
15.11	The laundry area is planned and equipped to prevent the spread of contaminants.	<input type="checkbox"/>	<input type="checkbox"/>	_____
15.12	There is an exhaust ventilation system which ensures that air flows from clean to soiled areas.	<input type="checkbox"/>	<input type="checkbox"/>	_____
15.13	Surface and overhead areas in the laundry are cleaned.	<input type="checkbox"/>	<input type="checkbox"/>	_____
15.14	The laundry is sited so that noise is not intrusive to residents, staff or visitors.	<input type="checkbox"/>	<input type="checkbox"/>	_____
15.15	A separate area is allocated for ironing.	<input type="checkbox"/>	<input type="checkbox"/>	_____
15.16	Equipment is checked and maintained in safe working order and all faults are reported immediately.	<input type="checkbox"/>	<input type="checkbox"/>	_____

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