

Residential and Nursing Care Services (Framework Arrangement) 2013 - 2017 Scheme ID: YORE-95QHXX

Service Specification Appendix 5 Quality Standards Framework

Environment and Resources Standards						
Standard 5		Leadership and management is effective in ensuring a high quality service for residents	Core Quality Standard	Y/N	Enhanced Quality Standard	Y/N
		<i>What we would expect to see</i>				
5 (a)	Strong leadership from Care Home Managers ensures there are; effective management structures to support capable staff, and internal quality checks to assure a high standard of care and support to residents.	The home is compliant with CQC outcomes relating to: suitability of management and quality	No moderate or major concerns/or only up to 5 minor concerns at last inspection		Compliant at last inspection	
		The home should have a registered manager and in the event of new manager they should be registered with CQC within 6 months of employment.				
		Contingency plans should be in place to ensure that an appropriately qualified manager is available to provide on site management and leadership during times of manager recruitment. These periods should exceed no more than 4 months.	100%			
		The service registration and provision reflects the resident population.	100%			
		The home has in place the require policies and procedures, and staff are familiar with these. Regular reviews of all policies and procedures are undertaken to ensure they are inline with current best practice.	100%			
		An overall strategy for quality assuring the service including regular checks, updates and feedback from residents.	100%			
		The home should experience a consistent level of effective management. Circumstances which lead to a deterioration in the quality of the service, for example, serial turnover of the registered manager, or extended periods without a full time manager may contribute to a decision to withdraw the discretionary enhanced payment.			100%	
		The service is headed by a strong effective leader, who provides a role model of best practice, ensures that staff know what is expected of them, and motivates them to deliver it.			100%	
	The home has achieved an externally recognised accreditation/award which provides a measure of quality.			100%		

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Standard 6		Staffing levels and skill set are aligned to meet residents' care outcomes and provide continuity of care <i>What we would expect to see</i>	Core Quality Standard		Enhanced Quality Standard	
6 (a)	Staffing levels reflect the needs of residents. Supervision and communications are effective to ensure continuity of care.	The home is compliant with CQC outcomes relating to: suitability of staffing	No moderate or major concerns/or only up to 5 minor concerns at last inspection		Compliant at last inspection	
		The home has in place management arrangements to ensure that staff are supported to provide an effective consistent service. This includes ongoing supervision, as well as robust systems for daily communication and handover.	100%			
		Staff receive regular formal supervision	3 monthly		monthly	
		The home has a policy on staffing which includes the rationale for staffing levels, this includes an appropriate level and mix of skills and expertise at all times to meet residents needs. Shift patterns/rotas are available and practised.	100%			
		The level of support available and delivered to residents is timely. Staff support residents in a respectful manner and protect their dignity.	100%			
		The safety, dignity and wellbeing of the resident will be of paramount consideration when they are required to go to hospital. An assessment will be made regarding whether the resident requires somebody to accompany them to hospital and stay with them. Arrangements will be made to assure their safety, dignity and wellbeing.	100%			
		The care home is innovative in its use of staffing resources in order to maximise the availability of staff, the quality of care and interaction for residents and their involvement in the home and the community.			100%	
6 (b)	Staff in the care home are highly capable with relevant qualifications and experience as well as regular training and investment in their development	A current staff training programme is actively used and updated, including induction for all new staff, all mandatory training and updates, and appraisals undertaken and recorded in staff files.	100%			
		Arrangements for agency or temporary staff are adequate to ensure CRB and ISA checks are undertaken and that staff have received appropriate training and required support within the home to provide appropriate care.	100%			
		A learning culture is promoted in the home. Staff are encouraged to challenge bad practice and reflect upon how the service and practice maybe improved. A learning culture is promoted			100%	
		The staff team has a range of skills, training and experience - NVQ or Diploma in Health and Social Care, level 2 and 3/ Nursing/ qualified first aiders available. Staff providing personal care and those left in charge of the home have the appropriate knowledge, skills and experience.	50% care staff with a suitable qualification		70% care staff with a suitable qualification	

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Standard 7		Changing service user profile and requirements inform continuous improvement in the care home environment, layout and furnishings	Core Quality Standard		Enhanced Quality Standard	
		<i>What we would expect to see</i>				
7 (a)	Residents have been assessed for specialist equipment which is available, used and maintained	A range of generic well maintained equipment is available for use and reflects the remit of the home including the range of needs the service meets. eg, hoists, wheelchairs, pressure mattresses, adapted bathing and showering areas, and are used in an appropriate manner.	100%			
		The home is effective in ensure that the individual needs of residents who have an impairment are identified. The home acts to ensure that the needs are met within the service by acquiring the necessary equipment and input. Where this isn't possible steps are taken to refer the resident for a social care/ health reassessment/review.	100%			
		Moving and handling risk assessments of individual residents are carried out by a competent person before equipment is used and staff are trained in the use of equipment. Incidents involving equipment are reported to the Medicines and Healthcare products Regulatory Agency and the Health and Safety Executive.	100%			
7 (b)	Residents enjoy a well maintained, homely, comfortable environment, which is safe and conducive to wellbeing	The home is compliant with CQC outcomes relating to: environment.	No moderate or major concerns/or only up to 5 minor concerns at last		Compliant at last inspection	
		Effective measures are in place for managing continence and the home is free of enduring odours.	100%			
		The home is found to be comfortable, well cared for, clean, and tidy.	100%			
		Decoration, furniture and fittings are in a good state or repair and fit for use including accessible.	100%			
		The home reflects the requirements of the residents, including orientation and stimulation (where appropriate), and preferences, for example, choice of music, decor, etc.				
		Health and safety issues are monitored, concerns identified and addressed in a timely manner. Procedures are in place and recent checks recorded and dated - including fire regulations, food hygiene, COSSH, moving & handling, medication, infection control, environmental health.	100%			

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7 ©	Health and safety requirements are met and regularly reviewed	All homes have in place policies and procedures which aim to minimise the spread of infection. In homes there is an independent audit of infection control arrangements is undertaken every three years and an internal review is undertaken annually, and improvements are made based upon the audit findings.	100%			
		Staff are aware of their role and responsibilities with respect to health and safety, for example, environmental hazards and obstacles and the fabric of the building. Staff have training and updates.	100%			
		Generic risk assessments have been undertaken and plans are in place for all key areas of risk to health and safety.	100%			
		The kitchen layout is suitable and is found to be clean, tidy and safe. The home has a policy on the handling of food. The Environmental Health/Food Standards Agency rating of the home was undertaken within the last 18 months and is available. (For enhanced status Homes with a 4 star rating or equivalent will be considered on a case by case basis).	3 stars or equivalent in new system		5 star or equivalent in the new system.	