**Principal Folder: Caring**

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| **Item** | **Description** |
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| **Advance Care Plan (Normal font)** | **This document (11 pages) gives an overview of why it is important to consider aspects of care and treatment when approaching death. The accompanying “Statement of Care – Wishes and Preferences” covers a variety of subjects, including the possibility of Advance Decisions, Lasting Powers of Attorney, Wills, and wishes regarding care and treatment.** |
| **Advance Care Plan (Larger font)** | **As above, but the document is produced in larger type, making it easier to read for people with some sight difficulties.** |
| **Consent Form** | **A form for the Resident to consent to care and treatment.** |
| **NHS Consent Forms** | **A selection of consent forms used in the NHS.** |
| **Nutritional Assessment** | **A form to use when assessing the nutritional needs of a Resident in the Home.** |
| **Statement on Confidentiality** | **A summary of what the more detailed policy contains regarding the protection and potential disclosure of confidential information by the Home.** |

**Principal Folder: Responsive**

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| **Item** | **Description** |
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| **Admission to the Home** | **Admissions/Discharge registers so you can maintain your statutory responsibilities.** |
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| **Resident’s Plan of Care** | **This comprehensive and detailed plan takes all of the key information brought forward from the assessment summary and overview and identifies actions/objectives/goals and outcomes relating to the individual Resident.** |
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| **Dementia Care** | **We have prepared a truly comprehensive and valuable 24 –page Handbook on the subject of dementia, covering topics such as What is Dementia? Symptoms, Illnesses that can cause dementia, Diagnosis, Treatment, Caring for someone with dementia etc.** |
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| **Domestic Pets** | **Supporting our model policy on having pets in the Home, we have designed a form for providing details of the pet for consideration, and a model form of agreement, covering such items as Vet’s bills, what happens if the pet or its owner dies etc.** |
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| **Leaving Care** | **To help you with the administration matters relating to a Resident moving out, we have designed a Leaver’s Form, covering all of the essential information required to be passed on, a Checklist of things to do, a Furniture Inventory and details of Medicines and Drugs being taken and transported.** |
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| **Leisure etc.** | **Forms which will help you keep tabs on important events, such as what is happening in the month (birthdays, etc.), healthcare appointments, health aids diary and the month’s programme of leisure activities for the Residents.** |
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| **Quality Assurance** | **Quality Assurance is a very important tool in support of the CQC’s Provider Information Returns, (PIR’s) as it gives you the opportunity for important feedback from Residents etc., as to how well you are performing.****This superb “DIY” programme asks for comment on a variety of “Quality Statements”, such as, for example, “I feel safe here” – the Respondent would be asked to say whether they agreed with this statement, and to what extent they agreed.****The materials include –**1. **An introduction as to how the programme works;**
2. **A bank of model quality statements, broken down into the key KLOE areas, safe, effective, caring, well led and responsive;**
3. **Analysis sheets;**
4. **Questionnaires;**
5. **Results summary sheets;**
6. **A worked example;**
7. **Action Plan template.**
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| **Resident’s Contacts** | **Forms for collecting important information about a Resident’s normal contacts, and a plan of known visits for the month.** |
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| **Resident’s Induction** | **Having a new Resident settle in to the Home as quickly as possible is beneficial for everyone concerned – here you will find a model memo to staff announcing who is coming, a mini-biography form, and a model Induction programme for the Resident so that information can be imparted systematically and without fail.** |
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| **Resident’s Needs Assessment** | **Biographical Information** **A form seeking information about upbringing, education, teenage years etc.****Education and Training** **A form which examines the Resident’s educational/training needs as well as any occupation which they have or aspire to.****Emotional Wellbeing** **A form asking about worries, concerns, feelings about self-esteem, enjoyable activities etc.****Lifestyle** **A form enquiring about sleeping patterns, food/drink, hobbies and interests etc.****Mental Agility** **A form which focuses on the Resident’s general and specific interests, literacy, memory and orientation etc.****Needs** **This comprehensive 3 page form seeks information concerning medications and drugs, assistance with eating and drinking, toileting capabilities etc.****Physical Health and Wellbeing** **A detailed review of the Resident’s existing conditions and treatments, etc.****Resident’s Particulars** **A reference to key information, such as preferred means of address, information about next of kin, etc.****Risk Assessment** **A 2 page assessment of the risks associated with the Resident.** **Summary and Overview** **This 2 page form gathers all of the key information from all of the previous assessments and identifies the implications for the Resident’s individual plan of care.** |

**Principal Folder: Safe**

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| **Item** | **Description** |
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| **Control of Infection** | **Keeping the Home clean is a vital part of infection control and we have prepared forms which enable you to prepare cleaning schedules, (daily, weekly and monthly) notes on cleaning contaminated areas and a schedule for fixtures and fittings.****Outbreak of Illness - Model plan of action.****C.difficile - Explanation of what C.difficile is, symptoms etc.** **Common Infections in People - A review of infections such as Hepatitis, Legionellosis, Salmonellosis etc., including the symptoms and how the diseases are spread.****MRSA - Explanation of what MRSA is, symptoms, how people become infected, tips on preventing infection etc.****Resident Infection Record - A permanent record of a Resident’s infection symptoms, diagnosis, etc.****Seasonal Flu - Explanation of what Season Flu is, symptoms etc.****About Infections at Work - General notes about infections at work.****Chain of Infection - Information about the chain of infection – source – transmission – host.****Our Duty - Explanation of the Home’s duty of care on infection control.****Prevention and Control Information - Description of the Home’s general approach to infection control.****What to do - Information for staff members on what to do if they suspect that either they or a Resident has an infection.** **Lead – JD - A Job Description for a Care worker with Infection Control responsibilities.****Notifications - The Care Quality Commission’s form for statutory notifications including serious infectious disease.****Pre-Employment Questionnaire - A form to obtain information on a prospective employee’s health.****Procedures – Reducing the risk - Important procedural information on the control of infection.****Risk Assessment - Notes about the Risk Assessment process for infection control.** |
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| **Evacuation of the Home** | **Based on research undertaken following the effects of Hurricane Katrina on the elderly population around New Orleans in residential care, this comprehensive work covers important planning for a temporary evacuation of Residents and one which might be longer term. Detailed notes/forms cover items such as activation of the plan, getting residents out of the building, personal needs of Residents, accommodation arrangements, communication and re-entry. In addition the planning process is assisted by a variety of forms demanding that key information ifs recorded, such as** 1. **Emergency contacts;**
2. **Chain of command;**
3. **Critical medication needs;**
4. **Equipment inventory;**
5. **Evacuation drills;**
6. **Formal notifications;**
7. **Getting Residents out;**
8. **Informing emergency contacts;**
9. **Transport arrangements;**
10. **Accommodation arrangements;**
11. **Special needs of Residents, etc.**
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| **Health and Safety** | **Notes and guidance on: COSHH; Display Screen Equipment; Electricity at Work Regulations; Fire Safety; HASWA; Hot Surfaces; Information Regulations; Insurance; Key Health and Safety legislation; LOLER; Management Regulations; Noise at Work Regulations; PUWER; RIDDOR; Workplace Regulations; + a variety of Risk Assessments, Care Home Workplace Inspection Report.** |
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| **Medicines** | **Client Leaflet – this leaflet states –** **“You have been provided with this Information Leaflet because you have been recommended for self-administration of medicines, and you have given your consent to this”. The leaflet makes some important points about self-administration.****Consent Form for self-administration of medicines.****Medication List – A form for describing the medicines that are to be self-administered.****Self – Administration of Medicines Assessment – A 4 page form which will assess the Client’s overall competence and ability to self-administer medicines, with an overall recommendation.****Errors in administration record** |
| **Residents’ Behaviour** | **Residents’ Behaviour Charter.****Rules on Smoking within the Home.****Incident record - Use of Physical Restraint.****Incident record - Managing Challenging Behaviour.** |
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| **Residents’ Protection**  | **Missing Residents – Profile and Risk Assessment.****Missing Residents – Incident Report.****Resident Self-Harm – Incident report.****Abuse or Bullying record.** |
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**Principal Folder: Well Led**

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| **Item** | **Description** |
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| **Appraisal of Performance** | **We offer two Performance Appraisal systems – standard and a very comprehensive 360 degree feedback programme. Materials include including Employee Guide, Supervisor’s Guide, Appraisal Reports (Self-appraisal and Supervisor’s) etc. Set of model training forms included.** |
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| **Business Continuity** | **What do you do in an emergency? We offer 5 different Risk Assessments (Fire, Flood, Infectious Disease, Power Failure, and failure of the Home’s Water Supply) together with a model Business Continuity Plan (Fire).** |
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| **Business Plan** | **Our model Guidance Notes and model Template will help you produce a Business Plan.** |
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| **Disclosure and Barring** | **DBS Referral Form and Identity Validation.** |
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| **Employee Attitude Survey** | **The reputation of the business, its profitability and its credibility are important considerations which are impacted largely by the way in which employees approach their work. Relationships with customers, suppliers, colleagues etc., will have an important bearing, and high staff turnover has the potential to cripple any business. This model “DIY” Employee Attitude Survey, complete with questionnaires, results analysis etc. will help you identify any issues.** |
| **Environmental Policy** | **Supporting your policy on environmental matters – these 2 documents record feedback on the main environmental issues (energy use, recycling, resources etc.) and a form for identifying improvement targets for the coming year.** |
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| **Exit Questionnaires** | **Employees are a valuable resource (of course) and scarce. Losing any employee is an expensive business. These questionnaires allow you to understand perhaps why someone has decided to leave you, and maybe go to a competitor, thus allowing you to put a halt on future losses.** |
| **Fees and Contracts** | **Guidance document on the provision of fee information and two sample model contracts for services to be provided between the Home and the Resident.** |
| **HR Forms and Letters** | **The comprehensive HR package – lots of forms etc. to help support the employment relationship in a professional manner. As well as the usual leave forms, sickness absence forms etc., we provide some really useful documentation, such as;**1. **Application Forms + Recruitment letters;**
2. **Letters in respect of the disciplinary process;**
3. **Model Written Statement of Particulars (often referred to as the contract with the employee);**
4. **Etc.**
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| **Job Descriptions** | **Model Job Descriptions for Care Assistant; Head Chef; Home Manager; Housekeeping Assistant; Housekeeping Supervisor; Kitchen Assistant; Registered Nurse; Sister/Charge Nurse.** |
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| **Blank CV** | **Blank pro-forma for a CV.** |
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| **Preventing Illegal working** | **Notes on how to check that someone has the right to work in the UK + Notes to Job Applicants and Notes on preventing illegal working.** |
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| **Recruitment Guide** | **Not recruited before? This will help – a comprehensive guide to the critical aspects of the recruitment process.** |
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| **Residents File** | **Referral letter; Checklist for new Residents; Contents page; Record of arrival; Record of departure; Record of valuables; Receipt; Furniture inventory Record; Incident Record; Record of medicines/drugs brought in; Record of limitations; Nutritional assessment; Consent to treatment; Transfer to Hospital.** |
| **Residents Guide** | **Two versions of a model Residents’ Guide, covering aims and objectives of the home, facilities, etc.** |
| **Residents Handbook** | **This model Handbook of Operational Policy (14 pages) provides important information together with notes on key policies so that Residents have a better understanding of how the Home operates.** |
| **Staff Compliment** | **Various notes and forms, including record of a DSB disclosure; Registered Manager personnel file contents; Duty Manager rota, calculating staff turnover; employee profile etc.** |
| **Staff Handbooks** | **We have 2 model Handbooks. Firstly a Handbook of Operational Policy (20 pages) for employees of the Home, and secondly a model Staff Handbook, outlining important aspects of the employment relationship. 72 pages of essential information underpinning a successful relationship with your employees.** |
| **Statement of Purpose** | **Two models – one for Homes catering for Residents aged 18-65 and the other for 65 +** |
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| **Statutory Notices to the CQC** | **Form recording Statutory Notices to CQC.** |
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| **Training** | **Various forms related to education and training for your employees – record of NVQ attainment, training forms, training programme, etc.** |

**Principal Folder: Policies and Procedures**

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| **KLOE Reference\*** | **Policy Title** | **Regulation(s)** |
| **Safe?** | **Accident/Incident Reporting** | **12** |
|  | **Administration of Medicines** | **11 12** |
|  | **Cleanliness, Safety and Suitability of Premises and Equipment** | **15** |
|  | **Control of Infection** | **12** |
|  | **Dealing with a Fall** | **12** |
|  | **Fire Safety** | **12** |
|  | **First Aid** | **12** |
|  | **Handling Residents’ Money** | **13** |
|  | **Health and Safety** | **12** |
|  | **Key Worker** | **18** |
|  | **Managing Challenging Behaviour** | **9 10 12 13** |
|  | **Medicine Administration Errors** | **11 12** |
|  | **Missing Residents** | **12** |
|  | **People Moving and Handling** | **10 12** |
|  | **Physical Restraint** | **9 10 12 13** |
|  | **Resident Mobility** | **12** |
|  | **Safe Care and Treatment** | **12** |
|  | **Safeguarding** | **13** |
|  | **Self-Harm** | **12** |
|  | **Staffing** | **18** |
|  | **Surveillance** | **9 10 13 17** |
|  | **Surveillance – Requests for Access etc.** | **9 10 13 17** |
|  | **Surveillance – Retention and Disposal of Records** | **9 10 13 17** |
|  | **Use of Oxygen** | **12** |
|  | **Violence at Work** | **12** |
|  | **Whistleblowing** | **12 20** |
| **Effective?** | **Consent to Care and Treatment** | **11** |
|  | **Deprivation of Liberty** | **9 10 12 13** |
|  | **Meeting Nutritional and Hydration Needs** | **14** |
| **Caring?** | **Confidentiality** | **9 10** |
|  | **Dignity and Respect** | **10** |
|  | **Diversity in Care** | **10 13 16** |
|  | **End of Life Care** | **9 10** |
|  | **Intimate Care** | **9 10** |
|  | **Protecting Residents’ Rights** | **9 10 11 12 13 16** |
|  | **Residents’ Wellbeing** | **9 10 12 13 14** |
| **Responsive?** | **Admission to the Home** | **9** |
|  | **Complaints** | **16** |
|  | **Contacts** | **10** |
|  | **Dementia** | **9 10 11 13** |
|  | **Domestic Pets** | **9** |
|  | **Leaving care** | **N/A** |
|  | **Person Centred Care** | **9** |
|  | **Quality Assurance** | **17** |
| **Well Led?** | **Absence** | **18** |
|  | **Additional Employment** | **18** |
|  | **Annual Leave** | **18** |
|  | **Bullying and Harassment** | **10 20** |
|  | **Business Continuity Planning** | **18** |
|  | **Capability** | **19** |
|  | **Computers** | **N/A** |
|  | **Data Protection** | **N/A** |
|  | **Dignity at Work** | **N/A** |
|  | **Disclosure** | **19** |
|  | **Duty Manager** | **18** |
|  | **Duty of Candour** | **20** |
|  | **Education and Training** | **18** |
|  | **Employee Discipline** | **17** |
|  | **Employee Grievances** | **N/A** |
|  | **Employee Responsibilities** | **N/A** |
|  | **Environmental Policy** | **N/A** |
|  | **Equality** | **N/A** |
|  | **Fit and Proper Persons Employed** | **19** |
|  | **Fixed Term Employees** | **18** |
|  | **Gifts, Wills and Bequests** | **13** |
|  | **Good Governance** | **17** |
|  | **Handling Disclosure Information** | **19** |
|  | **Induction** | **18** |
|  | **Leave of Absence for Public Duties** | **18** |
|  | **Medical Appointments** | **18** |
|  | **Mobile Phones at Work** | **N/A** |
|  | **Mobile Phones in Cars** | **N/A** |
|  | **Prevention of Bribery** | **N/A** |
|  | **Probation** | **18** |
|  | **Record Keeping** | **17** |
|  | **Recruitment** | **18** |
|  | **Recruitment of Ex-Offenders** | **18** |
|  | **Sick Pay** | **N/A** |
|  | **Smoking** | **12** |
|  | **Social Media** | **N/A** |
|  | **Special Leave** | **18** |
|  | **Staff Support** | **18** |
|  | **Substance Abuse** | **N/A** |
|  | **Use of Email** | **N/A** |
|  | **Use of the Internet** | **N/A** |
|  | **Working with Volunteers** | **18** |
|  | **Workplace Stress** | **12** |