**The Policy Company Limited - Policies and Procedures**

**Care Homes – 87 Policies**

**Fundamental Standards – We have a Model Policy Statement for each of the 12 Fundamental Standards, as follows:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Person Centred Care**  **Regulation\* 9** | **Dignity and Respect**  **Regulation 10** | **Need for Consent**  **Regulation 11** | **Safe Care and Treatment**  **Regulation 12** | **Safeguarding Service Users from Abuse and Improper Treatment**  **Regulation 13** |
| **Meeting Nutritional and Hydration Needs**  **Regulation 14** | **Cleanliness, Safety and Suitability of Premises and Equipment**  **Regulation 15** | **Receiving and Acting on Complaints**  **Regulation 16** | **Good Governance**  **Regulation 17** | **Staffing**  **Regulation 18** |
|  | **Fit and Proper Persons Employed**  **Regulation 19** | **Duty of Candour**  **Regulation 20** |  |  |

**\*Regulation relating to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**

**These Policy statements describe the actions the Home will undertake in order to be compliant with the Standards, and the Regulations which underpin them**.

**We have 75 additional Policy Statements which support, not only the Fundamental Standards, and the above Policy Statements, but also the Key Lines of Enquiry (KLOE) which CQC use in their inspection of services.**

**The Key Lines of Enquiry used by CQC are:**

**Is the service: Safe?, Effective?, Caring?, Responsive?, Well led?**

**Policies in support of the Fundamental Standards and the KLOE**

**methodology:**

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

**Policies in red are in respect of the Fundamental Standards (12)**

**Index**

|  |  |  |
| --- | --- | --- |
| **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** |

**KLOE/Regulations References – This is our view – it is not by reference to any legislation or CQC Guidance**