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

**Domiciliary Care – 73 Policies in total**

**Fundamental Standards – We have a Model Policy Statement for each of the 11\* (see below) 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** | **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 Agency will undertake in order to be compliant with the Standards, and the Regulations which underpin them**.

**We have 62 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?**

**\* For our Domiciliary Care materials, we have not included the Fundamental Standard for cleanliness, safety and suitability of premises and equipment (Regulation 15), as this standard is almost wholly aimed at premises/equipment provided in order to deliver care and treatment – e.g. Hospital, Residential Care Home, etc. CQC have stated – “For example, when inspecting providers of personal care to people in their own home, we would not assess Regulation 15, Premises and Equipment”.**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Is the service?** |  |  |  |  |  |
| **Safe?** | **Access and Security** | **Accident/Incident Reporting** | **Administration of Medicines** | **Client Mobility** | **Control of Infection** |
|  | **First Aid** | **Handling Clients’ Money** | **Health and Safety** | **Lone Working** | **Managing Challenging Behaviour** |
|  | **Medicine Administration Errors** | **People Moving and Handling** | **Physical Restraint** | **Safe Care and Treatment** | **Safe/Positive Touch** |
|  | **Safeguarding** | **Staffing** | **Violence at Work** | **Whistleblowing** |  |
| **Effective?** | **Consent to Care and Treatment** | **Meeting Nutritional and Hydration Needs** |  |  |  |
| **Caring?** | **Autonomy and Independence** | **Confidentiality** | **Dignity and Respect.** | **End of Life Care** | **Intimate Care** |
|  | **Protecting Clients’ Rights** |  |  |  |  |
| **Responsive?** | **Care Needs Assessment** | **Complaints** | **Diversity in Care** | **Failure to Attend Client Visit** | **Person Centred Care** |
|  | **Quality Assurance** |  |  |  |  |
| **Well Led?** | **Absence** | **Additional Employment** | **Annual Leave** | **Business Continuity Planning** | **Capability** |
|  | **Computers** | **Data Protection** | **Dignity at Work** | **Disclosure** | **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** |
|  | **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 (11)**

**Index**

|  |  |  |
| --- | --- | --- |
| **KLOE Reference\*** | **Policy Title** | **Regulation(s)** |
| **Safe?** | **Access and Security** | **10 11 12** |
|  | **Accident/Incident Reporting** | **12** |
|  | **Administration of Medicines** | **11 12** |
|  | **Client Mobility** | **12** |
|  | **Control of Infection** | **12** |
|  | **First Aid** | **12** |
|  | **Handling Clients’ Money** | **13** |
|  | **Health and Safety** | **12** |
|  | **Lone Working** | **12** |
|  | **Managing Challenging Behaviour** | **9 10 12 13** |
|  | **Medicine Administration Errors** | **11 12** |
|  | **People Moving and Handling** | **10 12** |
|  | **Physical Restraint** | **9 10 12 13** |
|  | **Safe Care and Treatment** | **12** |
|  | **Safe/Positive Touch** | **9 10 13** |
|  | **Safeguarding** | **13** |
|  | **Staffing** | **18** |
|  | **Violence at Work** | **12** |
|  | **Whistleblowing** | **12 20** |
| **Effective?** | **Consent to Care and Treatment** | **11** |
|  | **Meeting Nutritional and Hydration Needs** | **14** |
| **Caring?** | **Autonomy and Independence** | **9** |
|  | **Confidentiality** | **9 10** |
|  | **Dignity and Respect** | **10** |
|  | **End of Life Care** | **9 10** |
|  | **Intimate Care** | **9 10** |
|  | **Protecting Clients’ Rights** | **9 10 11 12 13 16** |
| **Responsive?** | **Care Needs Assessment** | **9** |
|  | **Complaints** | **16** |
|  | **Diversity in Care** | **10 13 16** |
|  | **Failure to Attend Client Visit** | **9** |
|  | **Person Centred Care** | **9** |
|  | **Quality Assurance** | **17** |
| **Well Led?** | **Absence** | **18** |
|  | **Additional Employment** | **18** |
|  | **Annual Leave** | **18** |
|  | **Business Continuity Planning** | **18** |
|  | **Capability** | **19** |
|  | **Computers** | **N/A** |
|  | **Data Protection** | **N/A** |
|  | **Dignity at Work** | **N/A** |
|  | **Disclosure** | **19** |
|  | **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** | **N/A** |
| **Prevention of Bribery** | **N/A** |
| **Probation** | **18** |
| **Record Keeping** | **12** |
| **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** |

**Policies in red are in respect of the Fundamental Standards (11)**

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