

SAFE

Evidence risk assessments

Evidence competencies & processes for completion

Do you have safety protocols

Safeguarding - reporting, monitoring & actions

Can you evidence all training, including dates, reas covered & dates for renewal

Are all employment checks complete & include references & no gaps in employment, DBS in date

Evidence staffing ratios & basis for this

Do you have complete learning logs & evidence of learning & communication

Infection & prevention control in place & cleaning rota's in place & completed

Is medication recorded & documented accurately, audited, near misses recorded & action taken

Evidence of managers audits, outcomes & actions

Protocols for vistors, volunteers, apprentices & agency staff

Effective

Evidence of effective communication, team meetings, memo's briefs etc

Audit processes, outcomes & actions, including communication

Policies and procedures which reflect the service & individual need

Accessible information, easy read, non jargonistic

Access to healthcare, annual reviews, D.N's, medication reviews, inclusive of STOMP etc

HEalth & wellbeing support, monitoring & interventions

Evidence of consent & how consent is communicated, include within support plans, daily notes etc

Use of advocates & external support

Caring

Evidence of person centred care and support, include support plans, interactions etc

Staff approaches, dignity, respect, empathy, language used

How you maintain and respect privacy - support plans, daily notes

SOFI observations

How emotional needs and wishes are supported

How do you support relationships, networks and friendships including sex & sexuality empowerment

Are levels of support manageable and based upon need

Lomne working policies and protocols

Appropriate equipment & equipment is safe with checks in place

Community participation & engagement including social value

Evidence of individuals having choice and control

Level of appropriate activities and support

Promotion of independence

Responsive

Comments, complaints, feedback, including processes, surveys etc

Nutrition and hydration support plans and how supported in reality

How do you remain flexible and responsive to individual needs

Evidence of choices and decisions being made

Accessible information standards

Effective care planning, monitoring and review

Accessible buildings / environment

Flexible working for staff

How to deal with lateness, covering of absences & shortages on rota

Evidence of GDPR

Evidence of how complex care needs are / will be met

Well led

Good governance and oversight

Open, honest & transparent

Is service / organisation sustainable

Evidence of effective leadership and oversight

Equality in the work place i.e. gender pay gap

Diverse workforce representative of the local community & individual needs

Evidence of working time directive compliance & opt out

Monitoring of workplace culture

Evidence of appropriate supervision and appraisal in line with organisational policy

Overall vision and strategy

Safe environment, evidence of staff being able to speak out

Succession planning & who will step up in absence of registered manager

Whistleblowing policies