

Effective

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

Audit processes, outcomes & actions, including communication

Policies and procedures which refelect the service & individual need

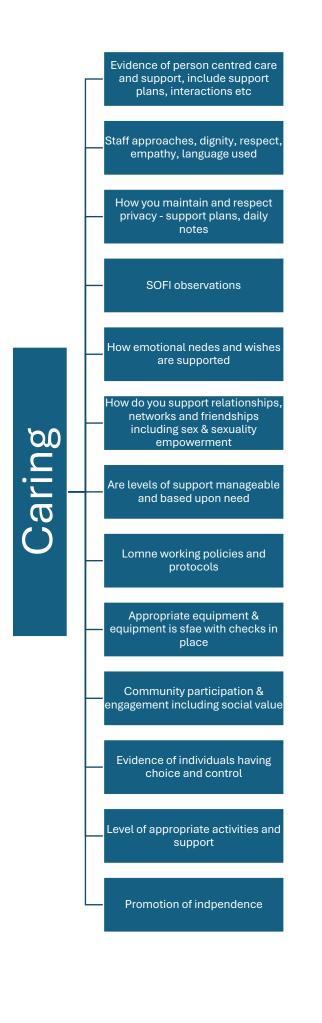
Accessible information, easy read, non jargonistic

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



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

Accesible 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

Responsive

