

## Overview

BCC Provider Quality Assurance Statement for Care Homes

## Introduction

This is the Birmingham City Council Provider Quality Assurance Statement questionnaire for Care Homes.

When completing the questionnaire you should refer to the following documents for background information

Plan and Methodology

Domain 1 - Involvement and Information Standard 1 - Respecting and Involving Service Users - Criterion 1



1.1.1 The provider must demonstrate that service users' needs are met in accordance with The Equality Act 2010



Domain 1 - Involvement and Information Standard 2 - Consent - Criterion 2

1.2.2 Provide Service Users with sufficient information relating to consent

Please enter your rating for this **advanced** criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

1.2.2 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 1 - Involvement and Information Standard 2 - Consent - Criterion 3

Explore and record advanced decisions in relation to health and well-being in line with the Mental Capacity Act 2005. Explore and record advanced decisions in relation to health and well-being in line with the Mental Capacity Act 2005.

1.2.3 Explore and record advanced decisions in relation to health and well-being in line with the Mental Capacity Act 2005.

Please enter your rating for this **mandatory** criterion.

*(Required)*

*Please select only one item*

Fully met

Partly met Not

met

1.2.3 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 1

2.3.1 The provider must deploy strength-based assessments.

Please enter your rating for this **advanced** criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

2.3.1 Please enter your evidence for the rating in the text box below

*(Required)*

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 2

2.3.2 The provider must identify and mitigate risks to the service user

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 3

2.3.3 A person-centred, outcome-based approach will underpin service delivery.

Please enter your rating for this **advanced** criterion

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

2.3.3 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 4

2.3.4 The provider must support each individual effectively by reducing/delaying their need for support and helping them achieve their goals.

Please enter your rating for this **advanced** criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

2.3.4 Please enter your evidence for the rating in the text box below.

*(Required)*



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Domain 3 - Safeguarding and Safety Standard 6 - Safeguarding people who use the service from abuse - Criterion 4

3.6.4 Provider must give Service Users' and their Carers adequate information about how to identify and report abuse.

Please enter your rating for this **advanced** criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

3.6.4 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 3 - Safeguarding and Safety Standard 7 - Cleanliness and infection control - Criterion 1

3.7.1 Provider must have effective arrangements in place to maintain appropriate standards of cleanliness

Please enter your rating for this **mandatory** criterion.

*(Required)*

*Please select only one item*

Fully met

Partly met

Not met

3.7.1 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 3 - Safeguarding and Safety Standard 8 - Management of medicines - Criterion 1

3.8.1 Provider can demonstrate that they can handle medicines safely and appropriately

Please enter your rating for this **mandatory** criterion.

*(Required)*

*Please select only one item*

Fully met

Partly met

Not met

3.8.1 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 3 - Safeguarding and Safety Standard 8 - Management of medicines - Criterion 2

3.8.2. The provider must keep appropriate records regarding medication

Please enter your rating for this **Mandatory** criterion

*(Required)*

*Please select only one item*

Fully met

Partly met

Not met

3.8.2 Please enter your evidence for this criterion in the text box below.

*(Required)*

Domain 3 - Safeguarding and Safety Standard 9 - Safety and suitability of premises - Criterion 1

3.9.1 The provider must ensure that any equipment used is suitable for its purpose

Please enter your rating for this **Mandatory** criterion

*(Required)*

*Please select only one item*

Fully met

Partly met

Not met

3.9.1 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 3 - Safeguarding and Safety Standard 9 - Safety and suitability of premises - Criterion 2

3.9.2 Provider must have a Fire Safety Plan and ensure that staff undertake fire safety training as well as risk assessment and risk management training

Please enter your rating for this **mandatory** criterion.

*(Required)*

*Please select only one item*

Fully met

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 1

4.10.1 Provider must practice safe Recruitment and Selection

Please enter your rating for this **mandatory** criterion.

*(Required)*

*Please select only one item*

Fully met

Partly met

Not met

4.10.1 Please enter your evidence for the rating in the text box below.

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 2

4.10.2 Provider must ensure that all external staff are subject to the same level of checks as employed staff

Please enter your rating for this mandatory criterion.

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 3

4.10.3 Provider must ensure that all employees regardless of their contract have a clear understanding of roles and responsibilities

Please enter your rating for this advanced criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

4.10.3 Please enter your evidence for the rating in the text box below.

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 4

4.10.4 Provider must risk assess working environment & conditions and make reasonable adjustments to enable staff to fulfil their role.

Please enter your rating for this mandatory criterion.

*(Required)*

*Please select only one item*

Fully met

Partly met Not

met

4.10.4 Please enter your evidence for the rating in the text box below.

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 5

4.10.5 Provider must have an effective code of conduct.

Please enter your rating for this advanced criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

4.10.5 Please enter your evidence for the rating in the text box below.

Domain 4 - Suitability of staffing Standard 11 -



Domain 4 - Suitability of staffing Standard 12 - Supporting staff - Criterion 1

4.12.1 Provider must deliver a comprehensive induction program at the start of employment

Please enter your rating for this advanced criterion.



Domain 5 - Quality of management Standard 13 - Assessing and monitoring the quality of service provision -  
Criterion 2

5.13.2 There must be an effective Quality Assurance Programme in place

Please enter your rating for this **advanced** criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

5.13.2 PleasT/F2 0.2 G[ 0 1 4D 6>B0 g0 b4 526)8(sT/F 0 1 4D 6>B0 g0 b4 526)8(sT/F 0 1 4D 6>B0 g0 b4 526)8(sT/F 0 1 4D

5.13.3 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 5 - Quality of management Standard 13 - Assessing and monitoring the quality of service provision - Criterion 4

5.13.4 The provider must identify, manage and monitor risks in relation to visitors to the service.

Please enter your rating for this **advanced** criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met

Not met

5.13.4 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 5 - Quality of management Standard 13 - Assessing and monitoring the quality of service provision - Criterion 5

5.13.5 The provider must demonstrate that they have planned effectively to ensure business continuity in the event of an emergency.

Please enter your rating for this **mandatory** criterion.

*(Required)*

*Please select only one item*

Fully met

Partly met Not

met

5.13.5 Please enter your evidence for the rating in the text box below.

Domain 5 - Quality of management Standard 14 - Complaints - Criterion 1

Domain 5 - Quality of management Standard 15 - Records - Criterion 1

5.15.1 Ensure that the personal records of Service Users are held securely and remain confidential.

Please enter your rating for this mandatory criterion.

*(Required)*

*Please select only one item*

Fully met

Partly met

Not met

5.15.1 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 5 - Quality of management Standard 15 - Records - Criterion 2

5.15.2 The provider must be aware of their legal obligations to report any data breaches appropriately.

Please enter your rating for this mandatory criterion.

*(Required)*

*Please select only one item*

Fully met

Partly met

Not met

5.15.2 Please enter your evidence for the rating in the text box below.

*(Required)*

Domain 5 - Quality of management Standard 15 - Records - Criterion 3

5.15.3 Service users' money must be handled securely

Please enter your rating for this advanced criterion.

*(Required)*

*Please select only one item*

Exceptional

Fully met

Partly met Not

met

5.15.3 Please enter your evidence for the rating in the text box below.

*(Required)*

## Mandatory Policy & Procedures

Care providers are required to have up-to-date policies and procedures to support the delivery of good quality care.

By completing the following checklist, you are confirming: -