


Policy No: 03-1017	Authorised: 	Date: 04/02/2020
<b>FUNDAMENTAL STANDARDS OF CARE - ASSURING COMPLIANCE</b>		

This Policy provides a brief overview of the Organisation's commitment to assuring the highest level of compliance with the 5 Fundamental Standards of Care as set out in the Regulations contained in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

A: INTRODUCTION & BACKGROUND INFORMATION:

- 1 In England the CQC has introduced a new inspection and ratings system for Community Service Providers. This is geared to assessing the Provider's level of compliance with the new *Fundamental Standards of Care*. The new inspection system assesses a Provider from 5 standpoints - to determine if their services are **SAFE, EFFECTIVE, CARING, RESPONSIVE** and **WELL-LED**. For the purposes of this Policy, these will be referred to as "Standards" (i.e. the 5 new Fundamental Standards of Care).
- 2 To support compliance inspections of these Standards, CQC have developed a comprehensive system of **Key Lines of Enquiry (KLOEs)** which inspectors will use during inspections, aided by prompts to help them know what to consider. The purpose of this Policy is to provide a brief summary of the KLOEs for each Standard which we have used to underpin our commitment to consistently deliver the highest quality of Domiciliary Care to our service users.

B: KLOEs - ASSURING THE DELIVERY OF THE HIGHEST STANDARDS OF CARE:

The Organisation is committed to achieving the following Standards:

- 1 Ensuring that the Domiciliary Care service that we deliver is **SAFE** - in brief summary format, this will be achieved by putting the following principles into practice:
  - 1.1 Protecting the service user from avoidable harm, bullying and abuse.
  - 1.2 Displaying an open culture ("duty of candour") with respect to the reporting and learning from incidents.
  - 1.3 Keeping accurate records.
- 2 Ensuring that the Domiciliary Care service that we deliver is **EFFECTIVE** - in brief summary format, this will be achieved by putting the following principles into practice:
  - 2.1 Ensuring that staff have the correct skills, qualifications, training and experience to meet service user needs.
  - 2.2 Always asking the service user for consent for their care, support and treatment.
  - 2.3 Keeping up-to-date with the latest developments and research in the Domiciliary Care sector.
- 3 Ensuring that the Domiciliary Care service that we deliver is **CARING** - in brief summary format, this will be achieved by putting the following principles into practice:
  - 3.1 Ensuring that care staff understand the life histories and Care Plans of the service users they care for.
  - 3.2 Obtaining positive feedback from service users regarding the caring attitude displayed by staff.
  - 3.3 Supporting service users to make decisions about their care.
- 4 Ensuring that the Domiciliary Care service that we deliver is **RESPONSIVE** - in brief summary format, this will be achieved by putting the following principles into practice:
  - 4.1 Achieving person-centred care, and involving service users in identifying their needs.
  - 4.2 Giving service users a choice about who provides their personal care.
  - 4.3 Protecting service users from the risk of isolation.
- 5 Ensuring that the Domiciliary Care service that we deliver is **WELL-LED** - in brief summary format, this will be achieved by putting the following principles into practice:
  - 5.1 Promoting a clear vision of the values of honesty, respect and safety for the Care Service.
  - 5.2 Involving service users and concerned others in the Care Service in a meaningful way.
  - 5.3 Ensuring that staff are confident to question practices and report concerns to management.