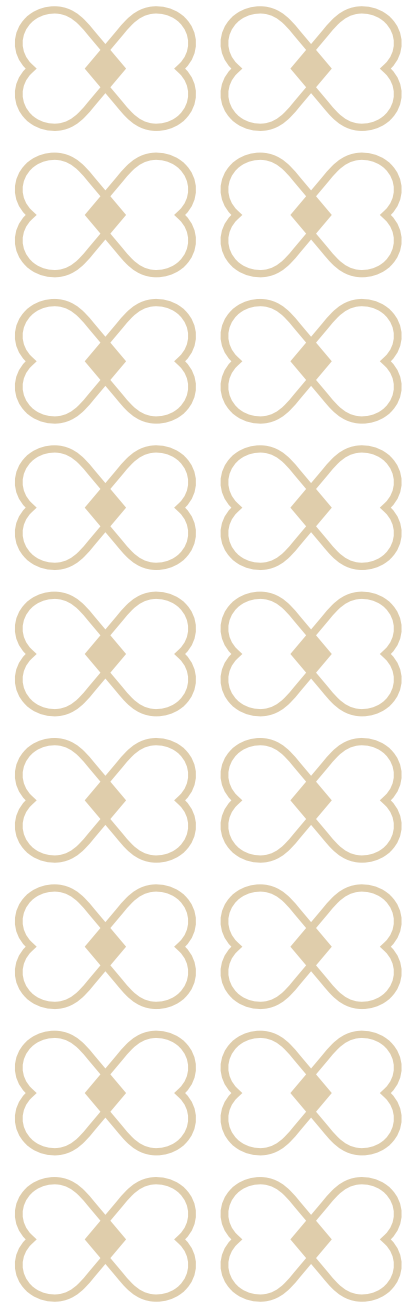


Quality & governance

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If you are in the early stages of researching residential care or have found somewhere that suits you and are keen to move on with your application, having some knowledge of the laws and regulations surrounding residential care could help to facilitate your choice.



Care homes look after some of society's most vulnerable people. They must have strict procedures in place to ensure that they comply with all relevant legislation, while providing the best quality of care within a safe and hygienic environment. Knowing which regulations should be followed will help you to recognise whether or not a home is safe and well run.

At Canford Healthcare we have many years' experience of providing high-quality residential and nursing care. This guide will help you to understand the main roles and responsibilities of care homes and how they are regulated and monitored.

Moving into residential care is a big step, and when you are making the decision – whether for yourself or a loved one – it is important to be clear about who is responsible for what.

Your care home is responsible for:

- Providing you with the best-quality care and support that is tailored to your individual needs.
- Helping you to achieve the best possible quality of life and condition of wellbeing, based on your overall health and personal needs.
- Actively involving you, your family or your advocate/attorney in all decisions about your care.
- Always being honest and transparent with you, your family and your advocate/attorney.
- Keeping you safe in every possible way. This covers your physical safety and security, health needs, rights to dignity and to live your life as you wish. It also encompasses the safety and privacy of your personal information and data.

So that we can care for you in the way that you would wish, you have some responsibilities, too.

You or your relative/attorney are responsible for:

- Providing updated details of your next-of-kin.
- Keeping us updated with your personal circumstances and making sure we have all the relevant information about your health needs.
- Providing us with information about you so that we can get to know you and your preferences.
- Being open and transparent about your finances.
- Settling your invoices in a timely manner.



Canford Healthcare homes are all regulated by the Care Quality Commission (CQC).

As well as the mandatory inspections carried out by the CQC at regular intervals, we use several internal methods to check that we are providing the high quality of care that we are known for:

- We carry out regular mock inspections that are focused around the CQC key lines of enquiries and standards.
- We carry out monthly audits to monitor the quality of our care.
- We use risk ratings and registers so we know which homes need extra support and input.
- We hold regular internal clinical governance and health and safety meetings to discuss any themes that arise, and the lessons learnt from them.
- We monitor instances of falls, bell calls, pressure sores and other aspects of our residents' care and wellbeing.

A major part of providing care to our residents involves the regular checking and updating of documentation such as personal care plans. These hold detailed information about each resident – their state of health, required medication, general wellbeing, dietary needs, likes and dislikes, hobbies, favourite activities plus contact details for next-of-kin and other relatives. One of the reasons for reviewing plans regularly is that people's needs can, and do, alter, and we must ensure that we can meet these changing requirements.



Harnessing technology

We make extensive use of technology to free up time otherwise spent completing handwritten documents. This also enables professionals and relatives to have a closer oversight of what we are doing.

Mobile Care Monitoring (MCM), our person-centred electronic care plan system, records in real time, making vital information instantly accessible and freeing up care and nursing teams to spend more quality 1:1 time with our residents.

Our Relatives' Gateway is a two-way portal that offers access to a resident's care plans and information about any aspect of their care, including meals, wellbeing and daily activities. Relatives can make comments, send messages, ask questions and upload photos. This system enables relatives to play an important part in their loved one's care, while also providing transparency and reassurance that they are safe and enjoying the best possible quality of life.

We use both Sharepoint and our PeopleHR staff portal to store and share information and knowledge throughout the organisation and keep everyone up to date with changes to guidance. We also complete audits online and feed these back to a central point to facilitate company governance and oversight.

Collaborative working

Our approach to providing care extends to attending local forums and national conferences, and working with the NHS, local

authorities, other professionals and MCM to ensure that we are up to date on best practice. We are also signed up to alerts to make us aware of changes to legislation and best practice as they happen.

We work in partnership with GPs and other health professionals on new initiatives on behalf of our residents. We are also a member of Care England and the RNHA (Registered Nursing Home Association).

Complaints process

In the unlikely event that there is a problem, we do everything we can to resolve this quickly and courteously.

For details of our complaints procedure, please visit:
www.canfordhealthcare.co.uk/complaints-procedure

Your privacy

We have a very clear privacy policy concerning the information we hold about our residents and how we use this. In line with GDPR, we only hold and use the information that we need to fulfil our contract with people, send marketing material (if consent has been given) and monitor the use of our website.

To view our privacy policy, please visit:
www.canfordhealthcare.co.uk/privacy-policy

The CQC is the independent regulator of health and social care in England. It exists to make sure that health and social care services provide people with safe, effective, compassionate and high-quality care. It also encourages care services to make improvements.

All types of care homes in the UK must be registered with the CQC, and a home can be fined if it is not properly registered. This means that either the organisation that runs the home (or several homes), or the individual or partnership that runs the home must be registered. If there is a home manager in place, then he or she must also be registered.

To find out more about care home registration, visit:
www.gov.uk/registration-of-residential-care-homes-england

The CQC's fundamental standards

Levels of care must never fall below CQC's fundamental standards:

- Care should be person centred and tailored to your needs and preferences.
- You have the right to be treated with dignity and respect, at all times, while receiving care.
- You (or anyone acting legally on your behalf) must give your consent before any care or treatment is given to you.
- Your care and treatment must be safe, and you must not be put at risk.

- You must be safeguarded from any improper treatment or abuse, including neglect or unnecessary restraint.
- You must have enough to eat and drink to keep you in good health.
- The premises and equipment where you are cared for must be clean, suitable and properly maintained.
- You must be able to complain about your care or treatment if necessary, and there must be a system in place for dealing with complaints.
- The provider of your care must have plans in place to ensure these standards are met.
- The staff responsible for your care must be qualified, competent, experienced, fit and proper for the job.
- Your care provider must be open and transparent about your care, especially if something goes wrong.
- The CQC rating must be displayed where you can see it and uploaded to the home's website.

The CQC carries out regular inspections within care homes and publishes its reports. The inspections are based on five key questions concerning the care provider:

1. Are they safe, protecting you from abuse and possible harm?
2. Are they effective, providing care and support which helps you to maintain quality of life?

3. Are they caring, treating you with kindness, compassion, dignity and respect?
4. Are their services organised so that they respond to, and meet, your needs?
5. Are they well-led, with leadership, management and governance that provides high-quality care?

The CQC ensures that residents of care homes are kept safe from harm, abuse and neglect. This is vital because care home residents are vulnerable and often cannot speak up for themselves. Safeguarding ensures that if you live in a care home, you are free to live in safety while enjoying compassionate and effective care.

If you are already a resident, are considering moving into a care home or are responsible for someone who is a resident, being able to see at a glance how well a particular home is operating or be reassured about its quality of care is a real advantage. The CQC provides that transparency, making it easy for you to find out everything you need to know.

Find out more about the CQC via its website at www.cqc.org.uk

Role of local authorities

Your local authority's social services team has a duty to provide welfare services such as residential accommodation for people who need care because of age, illness or disability, if they are unable to get that care elsewhere.

The local authority's responsibility is defined by the Care Act 2014. This sets out their duties for assessing people's needs and eligibility for publicly funded care and support.

Care needs assessments

Your local authority is responsible for assessing you to determine what kind of care you need, for example whether you could be cared for at home, with any necessary adjustments made to your home, or if you would be better off in a nursing home.

For more information on the care needs assessment, visit:

www.gov.uk/apply-needs-assessment-social-services

[www.nhs.uk/conditions/social-care-and-support-guide-help-from-social-services-and-charities/getting-a-needs-assessment](http://www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/getting-a-needs-assessment)

Your care needs must be assessed whether or not you are likely to be eligible for publicly funded care. Independently of any local authority assessment, we also carry out our own pre-admission assessment to ensure that we can meet a prospective resident's needs fully and safely.

Publicly funded care

Your local authority uses several criteria to assess your eligibility for publicly funded care, and these three main conditions include:

1. Whether your need for care and support arises from, or is related to, a physical or mental impairment or illness and is not caused by other circumstantial factors.
2. Whether, as a result of your needs, you cannot achieve two or more of the specific outcomes, with or without help (for example, preparing a meal), or doing so causes suffering or puts you in danger.
3. Whether, as a result of being unable to achieve these outcomes, there is, or is likely to be, a significant impact on your wellbeing.

For more information about local authority assessment criteria:

www.scie.org.uk/care-act-2014/assessment-and-eligibility/eligibility/criteria-adults-care.asp

Safeguarding

Safeguarding is a major part of a care home's responsibility to all its residents, especially people with dementia who may be unable to communicate their needs or fears easily.

Under the Care Act 2014 local authorities also have a role to play in safeguarding – protecting your right to live in safety, free from

abuse (including financial) and neglect. The local authority is the main safeguarding agency and is usually the first point of contact if you have any concerns. CQC may get involved if it is contacted directly by a resident or family member. If this is the case, it will forward the concern to the safeguarding team to handle. CQC's main role within safeguarding is to hold providers to account and secure improvements via enforcement action.

Although the issue of safeguarding is usually more closely linked with care homes, their staff and other care professionals, it is also the responsibility of other people and organisations that care for older people. For example, the Care Act 2014 requires staff in banks to be aware of the prevalence of financial abuse of vulnerable older people, such as scams or pressure relating to their money.

For more information about the Care Act 2014, visit:

www.scie.org.uk/care-act-2014/assessment-and-eligibility/eligibility/checklist.asp

www.gov.uk/government/publications/care-act-statutory-guidance

This leaflet looks at the role and responsibilities of care homes and other organisations, such as the Care Quality Commission and local authorities, that share accountability for the safe care of older people. It also looks at the responsibilities of residents and their families/attorneys in helping to ensure that someone in residential care lives their best possible life.

Visit our resource library for our other leaflets:
www.canfordhealthcare.co.uk/library

September 2020



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