

## Annex 1: CQC Essential Standards

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The essential standards of safety and quality consist of the 28 regulations and associated outcomes that are described in the guidance about compliance for providers.

The 'judgement framework' used by CQC compliance officers is concerned with the 16 regulations (out of the 28) that come within Part 4 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. When CQC are checking a provider's compliance, these are the ones inspected and are regarded as key outcomes as they are the ones that most directly relate to the quality and safety of care.

Not all of the 16 key outcomes are inspected at each compliance review. The outcomes are arranged into five sets of standards which providers need to meet to be considered as being compliant.

The essential standards are shown below, with the key outcomes. i.e. those inspected by compliance officers shown in bold. Shown in purple is what people who use services should experience if a provider is complying with that regulation. Suitability of management is not part of the key outcomes.

#### **1. Standards of treating people with respect and involving them in their care**

##### **Outcome 1: Respecting and involving people who use services**

People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

##### **Outcome 2: Consent to care and treatment**

Before people are given any examination, care, treatment or support, they should be asked if they agree to it

Outcome 3: Fees

#### **2. Standards of providing care, treatment and support that meets people's needs**

##### **Outcome 4: Care and welfare of people who use services**

People should get safe and appropriate care that meets their needs and supports their rights

##### **Outcome 5: Meeting nutritional needs**

Food and drink should meet people's individual dietary needs

##### **Outcome 6: Cooperating with other providers**

People should get safe and coordinated care when they move between different services

### **3. Standards of caring for people safely and protecting them from harm**

#### **Outcome 7: Safeguarding people who use services from abuse**

People should be protected from abuse and staff should respect their human rights

#### **Outcome 8: Cleanliness and infection control**

People should be cared for in a clean environment and protected from the risk of infection.

#### **Outcome 9: Management of medicines**

People should be given the medicines they need when they need them, and in a safe way

#### **Outcome 10: Safety and suitability of premises**

People should be cared for in safe and accessible surroundings that support their health and welfare

#### **Outcome 11: Safety, availability and suitability of equipment**

People should be safe from harm from unsafe or unsuitable equipment

### **4. Standards of staffing**

#### **Outcome 12: Requirements relating to workers**

People should be cared for by staff who are properly qualified and able to do their job

#### **Outcome 13: Staffing**

There should be enough members of staff to keep people safe and meet their health and welfare needs

#### **Outcome 14: Supporting workers**

Staff should be properly trained and supervised, and have the chance to develop and improve their skills

### **5. Standards of quality and suitability of management**

Outcome 15: Statement of purpose

#### **Outcome 16: Assessing and monitoring the quality of service provision**

The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

#### **Outcome 17: Complaints**

People should have their complaints listened to and acted on properly

Outcome 18: Notification of death of a person who uses services

Outcome 19: Notification of death or unauthorised absence of a person who is detained or liable to be detained under the Mental Health Act 1983

Outcome 20: Notification of other incidents

#### **Outcome 21: Records**

People's personal records, including medical records, should be accurate and kept safe and confidential

**Suitability of management**

Outcome 22: Requirements where the service provider is an individual or partnership

Outcome 23: Requirement where the service provider is a body other than a partnership

Outcome 24: Requirements relating to registered managers

Outcome 25: Registered person: training

Outcome 26: Financial position

Outcome 27: Notifications – notice of absence

Outcome 28: Notifications – notice of changes