Annexes:

Annex 1:   CQC Essential Standards

Annex 1 - Essential standards

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 the28) 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 complaint.

 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 peoples 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