

# Introduction

The 16 Care Quality Commission Quality and Safety Outcomes			
Section 1	Involvement and Information	1. 2.	Respecting and Involving service users Consent to care and treatment
Section 2	Personalised Care, Treatment and Support	4. 6.	Care and welfare of people who use services Co-operating with other providers
Section 3	Safeguarding and Safety	7. 8. 9. 11.	Safeguarding people who use services from abuse Cleanliness and Infection control Management of medicines Safety, Availability and suitability of Equipment
Section 4	Suitability of Staffing	12. 13. 14.	Requirements relating to workers Staffing Supporting staff
Section 5	Quality of Management	16. 17. 21.	Assessing and monitoring the quality of service provision Complaints Records

## **Outcome 1:**

### **Respecting and involving service users**

#### **Definition:**

People understand the care and treatment choices available to them.

They can express their views and are involved in making decisions about their care. They have their privacy, dignity and independence respected, and have their views and experiences taken into account in the way in which the service is delivered

#### **Points for you to consider in your day-to-day role**

- Do I involve patients in their contact with the service by explaining their treatment, options and care
- Do I give relevant information leaflets/contact details to patients
- Do my patients participate in decision-making about their care and treatment
- Do I give patients information about the risks and benefits of alternative treatments
- Do I document on the patient's file when I have discussed their treatment options

## **Outcome 2:**

### **Consent to care and treatment**

#### **Definition:**

People give consent to their care and treatment, and understand and know how to change decisions about things that have been agreed previously

#### **Points for you to consider in your day-to-day role**

- Do I understand when I can take verbal and/or implied consent
- Do I understand when I need to obtain written consent
- Do I know how to document and keep records of consent
- Can I identify people who cannot give valid consent
- Do I respect peoples decisions and respond appropriately to those decisions
- Do I provide sufficient information (of benefits and risks) to enable valid consent to be obtained
- Do I understand when it is appropriate to respect the confidentiality of children

### **Outcome 4:**

#### **Care and Welfare of people who use services**

#### **Definition:**

People experience effective, safe and appropriate care, treatment and support that meet their needs and protect their rights

#### **Points for you to consider in your day-to-day role**

- Do I involve patients in their plan of care and treatment
- Do I explain the risks, benefits and alternatives of treatment
- Do I give my patients my name, job title and contact details
- Do I know how to report an error or incident regarding the care or treatment I give a patient
- Do I give patients (or people acting on their behalf) information to enable them to make choices
- Do I act upon safety alerts

### **Outcome 6:**

#### **Co-operating with other providers**

#### **Definition:**

People receive safe and coordinated care when they move between providers or receive care from more than one provider

#### **Points for you to consider in your day-to-day role**

- Do I know what information I should share with other services/providers
- Do I document the Information I have shared on the patients file
- Do I know how to share information securely
- Have I completed Information Governance Training

### **Outcome 7:**

### **Safeguarding people who use services from abuse**

#### **Definition:**

People are safeguarded from abuse, or the risk of abuse, and their human rights are respected and upheld

### **Points for you to consider in your day-to-day role**

- Do I know who to contact if I have a concern regarding an adult or child that I need to discuss
- Do I know how to report a concern regarding an adult or a child
- Do I know how to escalate concerns if I believe that other professionals have not responded to my concerns appropriately

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

#### **Definition:**

People experience care in a clean environment, and are protected from acquiring infections

#### **Points for you to consider in your day-to-day role**

- Do I always wash my hands/use gel before touching a patient
- Is equipment decontaminated appropriately after use
- Have I read the Infection Control Policies and Guidelines
- Have I attended Infection Control training (including Hand Hygiene)
- Do I carry out Infection Control Audits

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

#### **Definition:**

People have their medicines when they need them, and in a safe way. People are given information about their medicines

#### **Points for you to consider in your day-to-day role**

- Do I update patients records with medicines information
- Do I know how to obtain advice on medicines
- Do I know what procedure to follow for controlled drugs
- Do I know how to report a medicines incident
- Do I receive drug alerts related to medicines
- Do I receive and act according to the latest Standard Operating Procedures
- What medicines training have I received
- Am I familiar with the relevant sections of the medicines policy



### **Outcome 10:**

#### **Safety and suitability of premises**

#### **Definition:**

People receive care in, work in, or visit, safe surroundings that promote their wellbeing

#### **Points for you to consider in your day-to-day role**

- Do I undertake site risk assessments when appropriate
- Do I know what to do in the event of emergency evacuation from the building
- Have I attended Health and Safety training
- Have I completed Equality and Diversity training

### **Outcome 11:**

### **Safety, availability and suitability of equipment**

#### **Definition:**

Where equipment is used, it is safe, available, comfortable and suitable for people's needs

### **Points for you to consider in your day-to-day role**

- Do I check that the equipment I am using has been maintained or tested before using it
- Do I receive and act upon details of Safety Alerts related to equipment that I use
- Do I understand what a single-use device is
- Am I trained in all the devices that I use

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

#### **Definition:**

People are kept safe, and their health and welfare needs are met, by staff who are fit for the job and have the right qualifications, skills and experience

#### **Points for you to consider in your day-to-day role**

- Do I follow the recruitment process, ensuring all new recruits, including temporary staff, have the appropriate checks and qualifications
- Do I have a Personal Development Plan (PDP) in place
- If I recruit staff, am I aware of the recruitment and selection guidance available
- Am I familiar with the Disciplinary process
- Am I familiar with the process for monitoring sickness absence

### **Outcome 13: Staffing**

#### **Definition:**

People are kept safe, and their health and welfare needs are met, because there are sufficient numbers of the right staff

#### **Points for you to consider in your day-to-day role**

- Do I have a Personal Development Plan in place
- Do I raise concerns regarding staffing levels with my line manager

### **Outcome 14: Supporting Staff**

#### **Definition:**

People are kept safe, and their health and welfare needs are met, because staff are competent to carry out their work and are properly trained, supervised and appraised

#### **Points for you to consider in your day-to-day role**

- If I am new to my organisation, have I attended organisation and local induction
- Do I have regular supervision
- Have I had an appraisal in the last year
- Do I have a Personal Development Plan in place
- If I recruit staff, do I ensure all new staff attend corporate and local induction, and record this
- So I report any incidents of bullying, harassment or violence
- Do I know how to raise concerns (The Whistleblowing process)

### **Outcome 16:**

### **Assessing and monitoring the quality of service provision**

#### **Definition:**

People benefit from safe, quality care because effective decisions are made and because of the management of risks to people's health, welfare and safety

#### **Points for you to consider in your day-to-day role**

- Do I change a patient's care plan if a risk is identified of inappropriate or unsafe care or treatment
- Do I know how to raise concerns about risks to people, poor practice and adverse events
- Do I involve my patients in decision-making about their care and treatment
- Do I participate in clinical audits and share learning from these with my team
- Do I report incidents when they occur

### **Outcome 17: Complaints**

#### **Definition:**

People and those acting on their behalf, have their comments and complaints listened to and acted on effectively, and know that they will not be discriminated against for making a complaint

#### **Points for you to consider in your day-to-day role**

- Do I know where to find information on the complaints process to give patients
- Does the organisation learn from complaints and comments and make changes as a result of them
- If I am responsible for responding to complaints, have I attended complaints training

### **Outcome 21: Records**

#### **Definition:**

People personal records are accurate, fit for purpose, held securely and remain confidential. The same applies to other records that are needed to protect their safety and wellbeing

#### **Points for you to consider in your day-to-day role**

- Do I document verbal discussions about care, treatment and support on the patients file
- Do I link new patient records with any previous records that exist for that patient
- Am I familiar with Records Management policy and other guidance including transferring and archiving records
- Have I completed Information Governance training
- Have I completed Record Keeping training