

## **Audit of Quality of Service Delivery**

### **Key Lines of Enquiry (KLOE)**

#### **Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 / 2015**

*and associated*

#### Key Lines of Enquiry (KLOEs)

The following pages provide a Quality Inspection Toolkit for each of the 5 Fundamental Standards of Care & Safety. This Toolkit will focus upon whether the Provider is meeting the requirements of each Standard, each of which is sub-divided into a number of Key Lines of Enquiry (KLOEs), and provides for assessing the level of compliance for each KLOE. The Toolkit will identify the need for any action that may be required to correct deficiencies in the Service provided.

The 5 Fundamental Standards of Care & Safety are:

Standard No 1: SAFE

Standard No 2: EFFECTIVE

Standard No 3: CARING

Standard No 4: RESPONSIVE

Standard No 5: WELL-LED

<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 1:</b>	<b>SAFE</b>
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<b>Standard No S.1</b>	Service users are protected from bullying, harassment, avoidable harm and abuse that may breach their human rights.
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<b>Summary of sub-divisions of Standard No: S.1 covered by this Toolkit / Audit</b>	<b>Relevant POLICIES</b>	<b>Relevant FORMS</b>
Standard No: S1.1 Protection from abuse and avoidable harm	1006 1007 1008 1009 1103	2-104 2-107
Standard No: S1.2 Protection from discrimination which could lead to discriminatory abuse, or cause psychological harm	3102 3104 3717	3-002 3-004 3-100 3-701 3-702
Standard No: S1.3 Staff awareness of abuse and safeguarding		
Standard No: S1.4 Supporting people to understand the meaning of keeping safe, and raising concerns		

<b>AUDIT FINDINGS / OBSERVATIONS</b>	<b>Action Required</b>	<b>Target</b>	<b>Responsibility</b>	<b>Checked by</b>	<b>Date</b>

Audited by: \_\_\_\_\_ (Name)      \_\_\_\_\_ (Signature)      \_\_\_\_\_ (Position)      Date: \_\_\_\_\_

<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 1:</b>	<b>SAFE</b>
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<b>Standard No S.2</b>	Risks to individuals, and the service is managed, so that people are protected and their freedom supported and respected.
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Summary of sub-divisions of Standard No: S.2 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: S2.1 Managing risk, and involving people in making decisions about risks they may take	1010 1011 1016 1103 2103	2-105 2-107 3-006 3-007 3-008 3-009
Standard No: S2.2 Minimising restrictions on people's freedom, choice and controls	3002 3004 3005 3013 3110 3713	3-010 3-100 3-300 3-701 3-710
Standard No: S2.3 Sharing information on people's care, treatment and support	3717	3-907
Standard No: S2.4 Managing emergencies and untoward events	4000 4106 4110 4300	4-100 4-101 4-102 4-104
Standard No: S2.5 Identifying and managing risks at service, regional and national levels		4-105
Standard No: S2.6 Thorough, objective and transparent management of accidents, incidents, safeguarding, staff concerns and whistle-blowing		
Standard No: S2.7 Continual review of safeguarding concerns, accidents, injuries and pressure ulcers, and managing action plans		
Standard No: S2.8 Managing equipment to keep people safe		
Standard No: S2.9 Managing risks associated with the environment		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 1:</b>	<b>SAFE</b>
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<b>Standard No S.3</b>	The service ensures that there are sufficient numbers of suitable staff to keep people safe and meets their needs.
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Summary of sub-divisions of Standard No: S.3 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: S3.1 Adequate staffing levels to meet people's needs and keep them safe	1103 1200 1202 1207 1208 1400 1401 1402	1-211 1-212 1-213 1-400 1-401 1-402 1-403
Standard No: S3.2 Staff have the right mix of skills, competencies, qualifications, experience and knowledge		
Standard No: S3.3 Safe recruitment practices		
Standard No: S3.4 Clear disciplinary procedures in place		
Standard No: S3.5 Sufficient staff working in the right place, and at the right time		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>		<b>Standard No 1:</b>	<b>SAFE</b>
<b>Standard No S.4</b>	People's medicines are managed so that they receive them safely.		

Summary of sub-divisions of Standard No: S.4 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: S4.1 Managing medicines in line with current and relevant professional guidance	3300 3301 3302 3303 3304 3305	3-300 3-301 3-302 3-303 3-304 3-305 3-306 3-307 3-903
Standard No: S4.2 People receive medication as prescribed		
Standard No: S4.3 Safe storage, administration to service user, and disposal of medicines		
Standard No: S4.4 Administering medicines in line with the Mental Capacity Act 2005		
Standard No: S4.5 Medication not used for social control		
Standard No: S4.6 Supporting people to take their own medicines safely		
Standard No: S4.7 Use of unlicensed ("over the counter") medicines		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>		<b>Standard No 1:</b>	<b>SAFE</b>
<b>Standard No S.5</b>	People are protected by the prevention and control of infection.		

<b>Summary of sub-divisions of Standard No: S.5 covered by this Toolkit / Audit</b>	<b>Relevant POLICIES</b>	<b>Relevant FORMS</b>
Standard No: S5.1 Premises / domiciliary environment are kept clean and hygienic	1400	1-400 1-403
Standard No: S5.2 Staff understanding of infection control and hygiene	3013	3-018
Standard No: S5.3 Current relevant national guidance on infection control	4200	4-200
Standard No: S5.4 External agencies alerted to infection control / hygiene		

<b>AUDIT FINDINGS / OBSERVATIONS</b>	<b>Action Required</b>	<b>Target</b>	<b>Responsibility</b>	<b>Checked by</b>	<b>Date</b>

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>		<b>Standard No 2:</b>	<b>EFFECTIVE</b>
<b>Standard No E.1</b>	People receive effective care, based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities.		

Summary of sub-divisions of Standard No: E.1 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: E1.1 Assessing service users' needs, preferences and choices by staff with right skills and knowledge	1200 1208 1400 1401 1402 3010 3013	1-211 1-400 1-401 1-402 1-405 3-002 3-012 3-018
Standard No: E1.2 Matching service users with care workers		
Standard No: E1.3 Effective support, induction, supervision, appraisal and training of staff		
Standard No: E1.4 Links with external organisations that provide sector-specific guidance and training on best practice		
Standard No: E1.5 Staff communicate effectively so that they fulfil their roles and responsibilities		
Standard No: E1.6 Plans for developing staff knowledge and skills		
Standard No: E1.7 Training and supporting volunteer staff		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>		<b>Standard No 2:</b>	<b>EFFECTIVE</b>
<b>Standard No E.2</b>	Consent to care and treatment is always sought in line with legislation and guidance.		

Summary of sub-divisions of Standard No: E.2 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: E2.1 Staff understanding of the Mental Capacity Act 2005	3012 3719 3720 3721 3801 3907	3-011 3-307 3-705 3-706 3-714
Standard No: E2.2 Assessing and recording a person's mental capacity to consent to care and treatment	4103 4104 4105	3-806 4-104
Standard No: E2.3 Making Best Interest decisions when a person lacks the necessary mental capacity		
Standard No: E2.4 Challenging behaviour - policies		
Standard No: E2.5 Managing restraint of a service user		
Standard No: E2.6 Restraining service users who lack mental capacity		
Standard No: E2.7 Restraint practices and Deprivation of Liberty		
Standard No: E2.8 Service user consent to care and treatment		
Standard No: E2.9 DNAR and current guidance		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 2:</b>	<b>EFFECTIVE</b>
<b>Standard No E.3</b>	People are supported to eat and drink enough and maintain a balanced diet.	

Summary of sub-divisions of Standard No: E.3 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: E3.1 Supporting people to have enough to eat or drink	3013 3400 3401 3402 3403 3405	3-002 3-018 3-400 3-401 3-403
Standard No: E3.2 Meals spaced and flexible	3406	3-404 3-405
Standard No: E3.3 Supporting people to have a healthy and balanced diet		
Standard No: E3.4 Involving people in decisions about what they eat and drink		
Standard No: E3.5 Risks to people with complex needs in relation to eating and drinking		
Standard No: E3.6 Cultural and religious implications for food and drink		
Standard No: E3.7 Access to specialists in diet and nutrition		
Standard No: E3.8 Serving of food, and mealtimes		

AUDIT FINDINGS / OBSERVATIONS	Action Required	Target	Responsibility	Checked by	Date

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 2:</b>	<b>EFFECTIVE</b>
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<b>Standard No E.4</b>	People are supported to maintain good health, have access to healthcare services, and receive on-going healthcare support.
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Summary of sub-divisions of Standard No: E.4 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: E4.1 Meeting people's daily health needs	3000 3011 3012 3013	3-000 3-014 3-018
Standard No: E4.2 People have information about their treatment options and likely outcomes		
Standard No: E4.3 Involving people in reviews of their Care Plans		
Standard No: E4.4 Involving external healthcare services when people's needs change		

AUDIT FINDINGS / OBSERVATIONS	Action Required	Target	Responsibility	Checked by	Date

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 3:</b>	<b>CARING</b>
<b>Standard No C.1</b>	Positive caring relationships are developed with people using the service.	

Summary of sub-divisions of Standard No: C.1 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: C1.1 Treating people with kindness and compassion	1006 1008 1009	3-000 3-002 3-014 3-100
Standard No: C1.2 Respecting people's individual needs and beliefs (age, race, disability, religion, gender, sexual orientation etc)	3002 3003 3004 3005 3006 3007 3008 3100	
Standard No: C1.3 Effective communication between staff and service user		
Standard No: C1.4 Staff awareness of the people they care for		
Standard No: C1.5 Staff concern for people's well-being, and rapid response to their needs		
Standard No: C1.6 Practical action taken to relieve people's distress or discomfort		

AUDIT FINDINGS / OBSERVATIONS	Action Required	Target	Responsibility	Checked by	Date

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 3:</b>	<b>CARING</b>
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<b>Standard No C.2</b>	The service supports people to express their views, and be actively involved in making decisions about their care, treatment and support.
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Summary of sub-divisions of Standard No: C.2 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: C2.1 Involving people in developing their Care Plans	3002 3003 3004 3101	3-002 3-013
Standard No: C2.2 People have information and explanations they need, and at the time they need them		
Standard No: C2.3 Involving advocates		

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**FUNDAMENTAL STANDARDS OF CARE & SAFETY**

**Standard No 3:**

**CARING**

**Standard No C.3**

People's privacy and dignity are respected and promoted.

Summary of sub-divisions of Standard No: C.3 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: C3.1 Confidentiality of service user information	1012 1505 1506	1-400 1-401 1-405
Standard No: C3.2 People have privacy	3004 3005 3007 3008 3102 3103	3-100 3-803 3-805
Standard No: C3.3 People are treated with dignity and respect	3104 3105 3106 3803	
Standard No: C3.4 People are as independent as they want to be		
Standard No: C3.5 Staff demonstrate respectful and compassionate behaviour		
Standard No: C3.6 Unnecessary restrictions of visits by service users' relatives and friends in their own environment		
Standard No: C3.7 Staff understanding of service user privacy, dignity and human rights		
Standard No: C3.8 Caring of a deceased service user in a culturally sensitive, respectful and dignified manner		

AUDIT FINDINGS / OBSERVATIONS	Action Required	Target	Responsibility	Checked by	Date

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**FUNDAMENTAL STANDARDS OF CARE & SAFETY**

**Standard No 3:**

**CARING**

**Standard No C.4**

People are supported at the end of their life to have a comfortable, dignified and pain-free death.

Summary of sub-divisions of Standard No: C.4 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: C4.1 Meeting people's preferences and choices about their end-of-life care	3800 3801 3802 3803	3-800 3-801 3-802 3-803 3-806
Standard No: C4.2 Involving people in planning and managing their end-of-life care		
Standard No: C4.3 Advance Decisions / Lasting Powers of Attorney		
Standard No: C4.4 Living Wills / Advanced Directives		
Standard No: C4.5 Involving support from specialist palliative care professionals		
Standard No: C4.6 Managing and respecting service user choices and wishes for their end-of-life care as their needs change		
Standard No: C4.7 Availability of equipment required to meet service users' end-of-life care		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 4:</b>	<b>RESPONSIVE</b>
<b>Standard No R.1</b>	People receive personalised care that is responsive to their needs.	

Summary of sub-divisions of Standard No: R.1 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: R1.1 Contribution of service user or advocate to Assessment of Needs and Care Planning	3002 3004 3005 3011 3106	3-013 3-014
Standard No: R1.2 Service user views on what their quality of life should be		
Standard No: R1.3 Service user views on their care, treatment and support, and their levels of choice and control		
Standard No: R1.4 (as appropriate): Service user participation in social activities, education and work opportunities		
Standard No: R1.5 (as appropriate): Service user avoiding social isolation - relationships, etc		
Standard No: R1.6 Service user needs regularly assessed, recorded and reviewed		
Standard No: R1.7 Supporting people in terms of their age, disability, gender, gender identity, race, religion, belief and sexual orientation		
Standard No: R1.8 Supporting people with mental health needs, and physical, sensory or learning disabilities		
Standard No: R1.9 Person-centred care provided where and when needed		
Standard No: R1.10 Person-centred care provided in a timely manner		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 4:</b>	<b>RESPONSIVE</b>
<b>Standard No R.2</b>	The service routinely listens and learns from people's experiences, concerns and complaints.	

<b>Summary of sub-divisions of Standard No: R.2 covered by this Toolkit / Audit</b>	<b>Relevant POLICIES</b>	<b>Relevant FORMS</b>
Standard No: R2.1 Managing people's concerns and complaints on a timely basis	2101 2103	2-102 2-103 2-104 2-105 2-106
Standard No: R2.2 Supporting people to make a complaint or raise a concern, and to share their experiences		
Standard No: R2.3 Feedback from relatives and friends		
Standard No: R2.4 Thorough investigation of concerns received about quality of care received		
Standard No: R2.5 Using concerns and complaints as an opportunity for learning and improvement		

<b>AUDIT FINDINGS / OBSERVATIONS</b>	<b>Action Required</b>	<b>Target</b>	<b>Responsibility</b>	<b>Checked by</b>	<b>Date</b>

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 4:</b>	<b>RESPONSIVE</b>
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<b>Standard No R.3</b>	People are assured that they will receive consistent, co-ordinated and person-centred care when they use, or move between, different services.
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Summary of sub-divisions of Standard No: R.2 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: R3.1 People's needs, wishes and choices are recognised, respected and shared when they move between services	3002 3005 3013	3-013 3-018
Standard No: R3.2 People' Care Plan needs are maintained when they move between services		
Standard No: R3.3 People understand who to contact about each aspect of their care		

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**FUNDAMENTAL STANDARDS OF CARE & SAFETY**

**Standard No 5:**

**WELL-LED**

**Standard No W.1**

The service promotes a positive culture that is person-centred, open, inclusive and empowering.

Summary of sub-divisions of Standard No: W.1 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: W1.1 People and staff are actively involved in developing the service	1001 1002 1004 1005 1006 1016 1103 1403 1404 1508	1-406 1-407 1-408
Standard No: W1.2 Service promotes support, fairness and an open and transparent culture	2100 2101	2-102 2-103
Standard No: W1.3 (as appropriate): Strong links with the local community		3-013 3-014
Standard No: W1.4 Raising concerns and whistle-blowing	3000 3007 3008 3106	
Standard No: W1.5 Service supported by a clear documented set of values		
Standard No: W1.6 Management awareness of attitudes, values and behaviour of staff		
Standard No: W1.7 Service enables a culture of open communication between service users and staff		
Standard No: W1.8 Ways of communicating with service users, staff and other stakeholders		
Standard No: W1.9 Honesty and transparency when mistakes are made		
Standard No: W1.10 Positive feedback from managers to staff		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 5:</b>	<b>WELL-LED</b>
<b>Standard No W.2</b>	The service demonstrates good management and leadership.	

Summary of sub-divisions of Standard No: W.2 covered by this Toolkit / Audit	Relevant POLICIES	Relevant FORMS
Standard No: W2.1 Inspirational leadership of staff	1002 1003 1200 1201 1202 1207	1-211 1-300 1-301 1-406 1-407
Standard No: W2.2 Registered Manager (where required)	1300 1403 1404	1-408
Standard No: W2.3 Service supporting the Registered Manager	2001	(CQC Registration Forms)
Standard No: W2.4 Meeting CQC (or equivalent) registration requirements (1)		
Standard No: W2.5 Meeting CQC (or equivalent) registration requirements (2)		
Standard No: W2.6 Understanding key challenges achievements, concerns and risks		
Standard No: W2.7 Adequate resources and support		
Standard No: W2.8 Supporting staff to be motivated, caring and open		
Standard No: W2.9 Responsibility and accountability understood at all staffing levels		
Standard No: W2.10 Staff know and understand what is expected of them		
Standard No: W2.11 Accountability of staff for their decisions, actions, behaviour and performance		
Standard No: W2.12 (as appropriate:) Management / Board are responsible for things that happen in the service		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>		<b>Standard No 5:</b>	<b>WELL-LED</b>
<b>Standard No W.3</b>	The service delivers high quality care.		

<b>Summary of sub-divisions of Standard No: W.3 covered by this Toolkit / Audit</b>	<b>Relevant POLICIES</b>	<b>Relevant FORMS</b>
Standard No: W3.1 Staff awareness of potential risks that could compromise quality	1401 1405 1500 1501 1506 1508 2001 2002 2100 2101 2102 2103	1-400 1-402 1-405 1-406 1-407 1-408 1-500 1-501 2-000 2-100 2-101
Standard No: W3.2 Continuous Quality Improvement driven as an on-going process		
Standard No: W3.3 Records and data management systems efficient, robust, and meet legal requirements for Data Protection		
Standard No: W3.4 Recognising, encouraging and implementing innovation to drive a high quality service		
Standard No: W3.5 Using data from investigations and compliments to drive a high quality service		
Standard No: W3.6 Reviewing and measuring the delivery of care, treatment and support against current guidance		

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<b>FUNDAMENTAL STANDARDS OF CARE &amp; SAFETY</b>	<b>Standard No 5:</b>	<b>WELL-LED</b>
<b>Standard No W.4</b>	The service works in partnership with other agencies.	

<b>Summary of sub-divisions of Standard No: W.4 covered by this Toolkit / Audit</b>	<b>Relevant POLICIES</b>	<b>Relevant FORMS</b>
Standard No: W4.1 Working in partnership with external organisations (LA, Safeguarding Boards etc) to drive a high quality service	3013	018

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