**CQC Emergency Support Framework Question Checklist**

**Assessment Area 1**

**Safe Care & Treatment**

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| **1.1 Had risks related to infection prevention and control, including in relation to Covid-19, been assessed and managed?**  | **Completed Y/N** |
| * Did you have a baseline to start with – current audits/standards?
* Were infection control standards documented – such as cleaning schedules?
* Was health protection guidance followed throughout?
* Was the schedule 4 document used to guide the use of PPE?
* Did you assess stock of PPE, ensuring you had access to what was needed?
* How did you monitor the standards being followed, ensuring staff followed the guidance?
* Did staff receive infection control training?
* Were staff supported to barrier nurse people when required?
* Was the cleaning schedule altered to show an increase in cleaning, including equipment?
* Was a risk assessment put into place and regularly reviewed?
* Were governance systems flexible, to ensure that audits adapted to current precautions?
* Were people restricted from entering the service?
* Were screening processes in place for staff.
* How were agency staff screened and supported when in the service?
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| * 1. **Were there sufficient quantities of the right equipment to help the Provider to manage the impact of Covid-19?**
 | **Completed Y/N** |
| * Was an assessment carried out of what stock was in the service?
* Was the schedule 4 guidance followed?
* Were updates reviewed and implemented?
* Were orders regularly made to obtain PPE, that followed the guidance set?
* Were staff trained in the application of PPE?
* Were links made to health protection and local commissioners regarding PPE stock.
* Was there consideration for other equipment levels:
1. Cleaning equipment
2. Personal care equipment
3. Hoists/stand aids
4. Individual slide sheets/handling belts
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| * 1. **Was the environment suitable to containing an outbreak?**
 | **Completed Y/N** |
| * Was an assessment carried out to consider what precautions should be carried out within the environment?
* Was this information added to a risk assessment?
* Were families and visitors stopped from visiting the service?
* Were handwashing facilities clearly marked and accessible?
* Were people able to isolate?
* Was consideration made for an isolation area, if needed?
* Was consideration made for ensuring a reduction in group activities?
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| * 1. **Were systems clear and accessible to staff, service users and any visitors to the service?**
 | **Completed Y/N** |
| * Were service users given a clear explanation and information in a format that supported them?
* Were service users clear (where possible) of why their friends and family were not visiting?
* Were other formats of communication offered, such as the use of technology?
* Were families, friends and visitors contacted and informed that the service was closed to external visitors and given a clear explanation?
* Were staff kept up to date with developments?
* Were staff provided with support and training?
* As staff entered work, was there a documented screening process?
* Were staff aware of when not to come to work and who they should inform?
* Were observations carried out on service users and how frequently?
* Was there a process in place to flag concerns to the medical team about deteriorating health?
* Was there clear documentation of this?
* Was information provided to people when updates happened?
* Was this documented in the risk assessment?
* Was clear PPE guidance made available?
* Was personalised care considered in the way information was provided?
* Was consideration made for people’s capacity and how to support individuals who were unable to understand the impact of COVID-19?
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| * 1. **Were medicines managed effectively?**
 | **Completed Y/N** |
| * How were medication rounds reviewed and altered to support standards in the service?
* Was PPE used effectively in the administration of medication?
* Was a risk assessment implemented when two staff were needed to administer medication or medication had to be given invasively?
* Were care plans update to show any changes that had been made?
* Were you working closely with the doctor and pharmacy to ensure guidance is followed, such as the re-use of medication?
* We’re training processes reviewed and competencies carried out remotely or at a distance?
* Were staff supported to administer medications from original packs?
* Were medication audits completed to ensure standards were being met?
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| **Had risk management systems been able to support the assessment of both existing and Covid-19 related risks?** | **Completed** **Y/N** |
| * Have current risk assessments been reviewed and updated?
* If these relate to specific people, have care plans been updated?
* Has a COVID-19 risk assessment been put into place?
* Have measured raised in the risk assessment been put into place?
* Have risk assessments been shared with the staff team?
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**Assessment Area 2**

**Staffing Arrangements**

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| **2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?** | **Completed Y/N** |
| * Prior to Covid-19 were you fully staffed?
* What was your staff ratio and why?
* Are you using a dependency tool to assist and guide this?
* Did you adjust your staffing levels?
* If yes, what adjustment and why?
* Did you furlough any staff and why?
* Have you had staff who must isolate for 12 weeks?
* Have you had staff off work with symptoms of COVID-19?
* Are return to work interviews carried out?
* Is health protection guidance followed in practice regarding staffing/isolation of staff?
* Were agency staff used?
* If yes, how many, and what shifts did they cover?
* What induction did agency staff have and how did you ensure they met the same standards as the services team?
* Has the provider been supportive of increasing staffing numbers if needed?
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| **2.2 Where there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?** | **Completed Y/N** |
| * Does the risk assessment cover staffing and the impact on staff numbers?
* Have any staff been able to work from home?
* Have meetings been carried out remotely if needed?
* What contingency plans have been put in place to plan for shortfalls?
* Have you considered a long term planned if several staff are off work?
* Have you considered:
1. Agency usage – using the same agency staff where possible
2. How to cover 1:1 care
3. Continuing to recruit staff?
4. Staffing for emergencies, such as taking a service user to hospital
5. Flexible approaches to shift patterns
6. Role changes – such as support staff stepping in to cover certain roles
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**Assessment Area 3**

**Protection from Abuse**

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| **3.1 Were people using the service being protected from abuse, neglect, and discrimination?** | **Completed Y/N** |
| * What percentage of staff had completed their safeguarding training?
* Was there evidence of staff understanding what safeguarding meant and who to report to?
* Was information provided in different formats regarding raising a safeguarding?
* Were spot checks and observations still carried out?
* Were management audits still completed?
* Was training kept up to date, using remote/online training?
* Was any change made to the policy over this time?
* If yes, was it shared with the staff team?
* Was care provided still personalised, and considering of people’s preferences and choices?
* What impact was there on the safety of the service and did you do about this?
* Were safeguarding alerts still made?
* If yes, what were they regarding and what action was taken?
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| **3.2 Had the provider been able to manage any safeguarding incidents or concerns during the pandemic?** | **Completed Y/N** |
| * Where safeguarding alerts were made, was there documentation to show these were tracked and acted on?
* Were incident forms completed?
* If yes, were these reviewed and acted on?
* Were actions learnt from in the service, and if so how?
* Did you change the way concerns were raised, if yes how?
* Did you consider the Accessible Information Standard, if yes, how?
* Were there any increased trends noted?
* If yes, were these acted on and changes embedded into practice?
* Were you transparent and reporting to external agencies as and when required?
* Were there any barriers and how did you overcome them?
* Were safeguarding and CQC informed?
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**Assessment Area 4**

**Assurance Processes, monitoring and risk management**

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| **4.1 Had the provider been able to take action to protect the health, safety, and well-being of staff?** | **Completed****Y/N** |
| * Were staff screened on accessing work?
* Were staff given guidance to follow about symptoms?
* Were staff able to access testing?
* What precautions were put in place to protect staff?
* How was staff members mental health supported throughout this time?
* Did staff have access to resources and were signposted to agencies that could offer support?
* Did staff receive regular communication and updates?
* Were staff provided with extra support if needed?
* Was a senior member of the team on call at all times?
* Was PPE available at all times, if not what did you do about it?
* Were staff trained in:

1. How to apply PPE correctly2. Handwashing techniques3. Infection control 4. Barrier nursing  |  |
| **4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care?** | **Completed Y/N** |
| * Were audits in place prior to COVID-19?
* If yes, what audits were completed?
* Did the audit process change?
* If yes, how?
* What extra audits were put into place and why?
* What extra documentation, such as cleaning records were put into place and why?
* Was an action plan carried out and actions completed?
* How did the provider keep up to date with changes in guidance?
* How did the provider obtain feedback and react to concerns?
* Was the risk assessment updated regularly?
* Was feedback taken on board and acted on?
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| **4.3 Is the provider able to support staff to raise concerns during the pandemic?** | **Completed Y/N** |
| * What reporting processes were in place?
* Have these changed? If so how?
* What access did staff have to the management team?
* Did this include out of hours?
* How were staff able to raise concerns day to day?
* How did they get reassure that concerns were taken on board?
* Were they offered any external support?
* How were they given feedback about the work they were doing now?
* How were people that were not able to work supported?
* How did up to date communication get shared with the whole team?
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| **4.4 Had care and treatment provided to people been sufficiently recorded during the Covid-19 pandemic?** | **Completed Y/N** |
| * Were care plans updated to reflect peoples care needs?
* Were daily notes written and reviewed?
* When external health professionals contacted the service and provided updates on service user care, were these acted on and documented?
* Were service users risk assessments updated and did this information relate to the care plan?
* Were service users’ observations carried out, if not why?
* If yes, how often and were these documented?
* Were any changes made to MAR chart documentation and why?
* For anyone moving into the service, was a preadmission assessment carried out?
* Were care plan audits completed and what if anything did, they find?
* Were gaps identified acted upon?
* For those with symptoms or diagnosed with COVID-19 what extra documentation was completed?
* Were records shared when a service user was admitted to hospital?
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| **4.5 Had the Provider been able to work effectively with the system partners when care and treatment is commissioned, shared or transferred?** | **Completed Y/N** |
| * Did you have strong links with partners prior to COVID-19?
* Did these develop, if so how?
* Did you need to access any news links, if so who and why?
* Did you feel that information was provided to you and how did you act on it?
* How did you share information from the service to external agencies?
* When someone was admitted to the service, was a preadmission assessment completed?
* Were transfer documents received?
* When someone was admitted to hospital was transfer information sent with them?
* Were COVID-19 tests completed prior to discharge from hospital?
* How was this risk assessed?
* What actions were put into place to reduce the risk?
* Were you able to keep external agencies up to date?
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\*\* Have notifications file to hand during the call and a summary of your up to date symptom and testing tracker (Contact helen@care4quality.co.uk if you need a copy of a symptom tracker)

\*\* Ensure that your processes around care of a deceased are in line with the current government guidance <https://www.gov.uk/government/publications/covid-19-guidance-for-care-of-the-deceased/guidance-for-care-of-the-deceased-with-suspected-or-confirmed-coronavirus-covid-19#responders>

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| **Call Notes:** |