

Quality & Safety

Occupancy

Question 1: *

What is the average occupancy over the reporting period?

Question 2: *

What is the average occupancy as a % of your total occupancy over the reporting period?

Hospital Admissions

Question 3: *

How many times did NWAS attend for an unplanned/emergency call in the reporting period?

Question 4: *

How many emergency admissions to hospital have occurred in the reporting period?

Question 5: *

How many residents attended A&E and were not admitted in the reporting period?

Primary Care Support

Question 6: *

Is your home aligned to a single GP Practice?

Question 7: *

Does this arrangement respect resident choice?

Question 8: *

Do you have a process in place to support the patient to access their registered GP?

Question 9: *

How often does your GP practice review residents?

Question 10: *

How many residents have a DNA CPR in place?

Audit

Question 11: *

Have you undertaken a monthly care and support plan audit in the reporting period?

Question 12: *

Have you undertaken a monthly audit in medicines management in the reporting period?

Question 13: *

Have you undertaken a monthly review of training needs in the reporting period?

Question 14: *

Have you undertaken a monthly audit in falls in the reporting period?

Question 15: *

Have you undertaken a monthly audit in infection prevention and control, including health care acquired infections (HCAI's) in the reporting period?

Question 16: *

Have you undertaken a monthly equipment audit (including medical devices) in the reporting period?

Question 17: *

Have you undertaken a monthly audit in nutritional screening and support in the reporting period?

Question 18: *

Have you undertaken a monthly audit in tissue viability in the reporting period?

Question 19: *

Have you undertaken a monthly audit in wound care practice in the reporting period?

Question 20: *

Have you undertaken a monthly audit in accidents, incidents, and complaints (including safeguarding alerts) in the reporting period?

Question 21: *

Have you undertaken a monthly audit in hospital admissions in the reporting period?

Question 22: *

Have you undertaken a monthly audit in daily monitoring / walk around in the reporting period?

Question 23: *

Have you undertaken a monthly audit in call bell responses in the reporting period?

Question 24: *

If you have answered "No" to any of the above, please give reasons why.

IPC

Question 25: *

How many infection outbreaks have there been in the reporting period?

Question 26: *

Please provide further information related to these outbreaks (including type of outbreak)

Question 27: *

How many days in total did these infection outbreaks last? (If this is not applicable please enter "0").

Question 28: *

Have these infection outbreaks been reported to Public Health England?

Question 29: *

Is this infection outbreak a recurrence in the last three months?

Question 30: *

In the reporting period, how many Urinary Tract Infections (UTI) were diagnosed?

Question 31: *

In the reporting period, how many residents were diagnosed as having UTI with a catheter?

Question 32: *

Of those UTI diagnosed, how many are a recurrence of an infection reported in the previous 3 months?

Question 33: *

What changes to care delivery for these services users have you undertaken?

Preventable Harms

Question 34: *

In the reporting period, how many new Care Home Acquired Pressure Ulcers Graded 1-2 have there been?

Question 35: *

In the reporting period, how many new Care Home Acquired Pressure Ulcers Graded 3-4 have there been?

Question 36: *

In the reporting period, how many new Care Home Acquired Pressure Ulcers Ungradeable have there been?

Question 37: *

What changes to care delivery for these services users have you undertaken?

Question 38: *

In the reporting period, what were the total number of falls?

Question 39: *

In the reporting period, what were the number of falls resulting in moderate or above harm?

Question 40: *

Of those identified as having a fall in this reporting period, how many residents have had 2 or more falls in the previous 3 months?

Question 41: *

Please provide details of themes and trends identified in the falls that have occurred.

Medicine Management

Question 42: *

If medicines management reviews have taken place in the reporting period, please specify how many, who completed them and why they have occurred?

Question 43: *

How many Controlled Drugs incidents have occurred in this reporting period?

Question 44: *

How many Non-Controlled Drugs incidents have occurred in this reporting period?

Question 45: *

Please provide details of themes/trends identified and any action taken.

Safety

Question 46: *

Please provide the number of residents who are subject to an approved DoLS Standard Authorisation.

Question 47: *

Please provide the number of residents who are subject to an DoLS Urgent Authorisation.

Question 48: *

Please provide the number of residents who are subject to an approved DoLS Extended Urgent Authorisation.

Question 49: *

Please provide the number of residents who have had a DoLS application submitted but not authorised and are subject to restrictive practice without the DOL having been authorised by the supervisory body or the Court of protection.

Question 50: *

Do you have a safeguarding champion?

Question 51: *

Who is your safeguarding champion?

Question 52: *

Do they attend the area safeguarding champions forums?

Question 53: *

How is learning shared/disseminated within the organisation?

Question 54: *

How many safeguarding alerts have been reported by the Home in the reporting period?

Question 55: *

How many serious incidents have been reported in the reporting period?

Nutrition & Hydration

Question 56: *

Do you use a formal Malnutrition screening tool?

Question 57: *

How many residents have you assessed as having unexpected weight loss in the reporting period?

Question 58: *

Do you use a formal Hydration screening tool?

Regulation

Management

Question 1: *

Does your home have a CQC registered Manager?

Question 2: *

Do you have a Clinical Lead?

Question 3: *

Please state who your Clinical Lead is.

Question 4: *

Has your Care Home had a change in manager since the last reporting period?

CQC Rating

Question 5: *

What was the date of your last CQC inspection?

Question 6: *

What is your current overall rating with CQC?

Information Governance

Question 7: *

What is your compliance with the Data Security Protection Toolkit?

Question 8: *

Does your Care Home have an NHS Mail account?

Question 9: *

Please specify your main NHS Mail account.

Sustainability

Enhanced Health in Care Homes

Question 1: *

Is your Care Home a participant in the Hospital Transfer Pathway Scheme (red bag)?

Question 2: *

How many times have you used this in the reporting period?

Wellbeing and Experience

End of Life Care

Question 1: *

At the end of the reporting period, what percentage of residents have an advance care plan in place?

Question 2: *

How many residents died in the reporting period?

Question 3: *

How many of these deaths were unexpected?

Question 4: *

How many of the expected deaths were able to die in their preferred place of care?

Resident Experience

Question 5: *

How often do you complete a resident feedback survey?

Question 6: *

How many concerns were raised and dealt with through the complaints process in the reporting period?

Question 7: *

Of these, how many of these were dealt with within 28 days?

Question 8: *

What lessons have been learned following your regular survey and any complaint investigation(s)?

Meaningful Activity Provision

Question 9: *

Do you employ a dedicated activity co-ordinator?

Question 10: *

How many hours per week are they contracted to deliver this reporting period?

Question 11: *

Does the activity coordinator attend local dedicated forum?

Question 12: *

How many hours of co-ordinated activities have been provided by staff/other means in the reporting period?

Workforce

Care Staffing

Question 1: *

Do you use a formal dependency tool for workforce/resource planning?

Question 2: *

Please state the number of direct care delivery hours required following dependency tool calculation during the reporting period. Note: if you report this as a weekly figure please specify the number of direct care delivery hours per week.

Question 3: *

Please state the number of nursing care hours delivered by Registered Nurses (including Mental Health & General Nurses) directly employed by your organisation in this reporting period.

Question 4: *

In the reporting period, what is the total number of care hours not delivered as planned (based on own dependency calculation)?

Question 5: *

In the reporting period, how many care hours were not delivered to the planned level by nurses?

Question 6: *

In the reporting period, how many care hours were not delivered to the planned level by carers?

Question 7: *

In the reporting period, how many care hours were delivered by agency nurses?

Question 8: *

In the reporting period, how many care hours were delivered by agency carers?

Question 9: *

Please provide details around your rationale for agency usage (if you did not use any agency staff in this reporting period please input "N/A").

Ancillary Staffing

Question 10: *

Please state the number of staff solely employed to the role of Chef/Cook.

Question 11: *

Please state the number of hours delivered in a Cleaning role during the reporting period.

Question 12: *

Please state the number of hours delivered in a Maintenance role during the reporting period.

Question 13: *

Please state the number of hours delivered in a Business Support/administrator role during the reporting period

Question 14: *

If there are any staff in another role, please can you state these roles and the number of staff per role.

Starters

Question 15: *

How many staff joined during the reporting period?

Question 16: *

Of staff that joined, what % of these staff have undertaken an Organisational Induction?

Leavers

Question 17: *

What percentage of staff left during the reporting period?

Question 18: *

Have you undertaken an exit interview/questionnaire for the leavers?

Vacancies

Question 19: *

How many vacancy hours for Nurses do you have at the time of reporting?

Question 20: *

How many vacancy hours for Carers do you have at the time of reporting?

Question 21: *

How many vacancy hours for Chef/Cook roles do you have at the time of reporting?

Question 22: *

How many vacancy hours for Cleaner roles do you have at the time of reporting?

Question 23: *

How many vacancy hours for Maintenance roles do you have at the time of reporting?

Question 24: *

How many vacancy hours for Business Support / Administration roles do you have at the time of reporting?

Question 25: *

If there are vacancy hours for staff in any other roles, please can you state these roles and the vacancy hours for each.

Training

Please provide % of total staff completed at time of reporting. Figures should include only those staff for whom the training is applicable for their role Required or recommended time frames should not be a barrier to enabling a worker to refresh or re-train earlier should the need arise. You should provide learning and development opportunities as identified or required. The Skills for Care guidance below provides further information and guidance on ongoing learning and development to support you to ensure workers remain up to date with best practice; <https://www.skillsforcare.org.uk/Documents/Learning-and-development/Ongoing-learning-and-development/Learning-and-development-guide.pdf>

Question 27: *

What % of staff have completed training in Person Centred Care?

Question 28: *

What % of staff have completed training in Health and Safety awareness?

Question 29: *

What % of staff have completed training in Safeguarding Adults?

Question 30: *

What % of staff have completed training in Fire Safety?

Question 31: *

What % of staff have completed training in Infection, Prevention and Control?

Question 32: *

What % of staff have completed training in Moving and Assisting People?

Question 33: *

What % of staff have completed training in Medicines Management?

Question 34: *

What % of staff have completed training in Basic Life Support?

Question 35: *

What % of staff have completed training in Dementia awareness?

Question 36: *

For training areas which are under 75% compliant, please provide details of actions planned to address.

Question 37: *

Please state the % of new staff within the last 12 months who have acquired a Care Certificate.

Question 38: *

Please state the % of staff who have received supervision as per your supervision policy guidelines.

Question 39: *

Please state the % of staff who have received an appraisal within the last 12 months.