

PQAS Home Support and Supported Living Questionnaire

Overview

BCC Provider Quality Assurance Statement for Home Support and Supported Living services

Introduction

This is the Birmingham City Council Provider Quality Assurance Statement questionnaire for Home Support and Supported Living services.

When completing the questionnaire you should refer to the following documents for background information

- Plan and Methodology
- Home Support and Supported Living PQAS Guidance
- Evidence Checklist
- Printable copy of the questionnaire (for reference only)

If you haven't got copies of any of these documents, please email: marketintelligence@birmingham.gov.uk

Further information about the Quality Monitoring Visits process is available here:

[PQAS and Quality Monitoring Visits](https://www.birmingham.gov.uk/info/50173/providers_of_care_services/1535/changes_to_commissioning_of_social_care_tender_opportunities)

<https://www.birmingham.gov.uk/info/50173/providers_of_care_services/1535/changes_to_commissioning_of_social_care_tender_opportunities>

Introduction 2

You can navigate through the questionnaire using the 'Continue' and 'First' button. The 'First' button will take you back to the start of the questionnaire but all your entries so far will be saved.

You can leave the questionnaire part completed and return to it later by clicking the 'Save & come back later' button & following the instructions. Please be aware that some mail systems block the email with the link to get you back to your partially completed questionnaire. If your email system does this, you will have to start again and complete in one session.

You can amend your data, and keep doing this until you submit the data to us by clicking on the 'Submit response' button at the end of the questionnaire.

Details of your service

Please enter details of the CQC location for which you are completing this questionnaire

Please enter the CQC location name (as it appears on your CQC location page)

(Required)

Please enter the CQC location ID

This is in the format 1-XXXXXXXX and is visible in the url field at the top of the page, when viewing your CQC location page in your browser

(Required)

Domain 1 - Involvement and Information Standard 1 - Respecting and Involving Service Users - Criterion 1

1.1.1 The provider must demonstrate that service users' needs are met in accordance with The Equality Act 2010

Please enter your rating for this mandatory criterion

(Required)

Please select only one item

Fully met

Partly met Not

met

1.1.1 Please enter your evidence for the rating in the text box below.

)

Domain 1 - Involvement and Information Standard 1 - Respecting and Involving Service Users - Criterion 2

1.1.2 Support Service Users to always express their views in relation to their care or ensure that the MCA 2006 is adhered to.

Please enter your rating for this advanced criterion

(Required)

Please select only one item

Exceptional

Fully met

Partly met Not

met

1.1.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 1 - Involvement and Information Standard 1 - Respecting and Involving Service Users - Criterion 3

1.1.3 Empower service users in all areas of decision making by giving them adequate information in an appropriate and meaningful way

Please enter your rating for this **advanced** criterion

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

1.1.3 Please enter your evidence for the rating in the text box below.

(Required)

Domain 1 - Involvement and Information Standard 2 - Consent - Criterion 1

1.2.1 Assess capacity as required to give informed consent and ensure this is reviewed regularly.

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met

Not met

1.2.1 Please enter your evidence for the rating in the text box below.

Required

Domain 1 - Involvement and Information Standard 2 - Consent - Criterion 2

1.2.2 Provide Service Users with sufficient information relating to consent

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met Not

met

1.2.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 1 - Involvement and Information Standard 2 - Consent - Criterion 3

Explore and record advanced decisions in relation to health and well-being in line with the Mental Capacity Act 2005. Explore and record advanced decisions in relation to health and well-being in line with the Mental Capacity Act 2005.

1.2.3 Explore and record advanced decisions in relation to health and well-being in line with the Mental Capacity Act 2005.

Please enter your rating for this mandatory criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

1.2.3 Please enter your evidence for the rating in the text box below.

(Required)

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 1

2.3.1 The provider must deploy strength-based assessments.

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

2.3.1 Please enter your evidence for the rating in the text box below

(Required)

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 2

2.3.2 The provider must identify and mitigate risks to the service user effectively.

Please enter your rating for this mandatory criterion.

(Required)

Please select only one item

Fully met

Partly met

Not met

2.3.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 3

2.3.3 A person-centred, outcome-based approach will underpin service delivery.

Please enter your rating for this advanced criterion

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

2.3.3 Please enter your evidence for the rating in the text box below.

(Required)

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 4

2.3.4 The provider must support each individual effectively by reducing/delaying their need for support and helping them achieve their goals.

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

2.3.4 Please enter your evidence for the rating in the text box below.

(Required)

Domain 2 - Personalised Care and Support Standard 3 - Care & welfare of service users - Criterion 5

2.3.5 Regularly review the support and risk management plans to ensure they reflect the individual's current presentation

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

2.3.5 Please enter your evidence for the rating in the text box below.

(Required)

Domain 2 - Personalised Care and Support Standard 4 - Meeting nutritional needs - Criterion 1

2.4.1 The provider must meet the individual's nutritional needs.

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

2.4.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 2 - Personalised Care and Support Standard 5 - Health and Well-being - Criterion 1

2.5.1 Service users' health and well-being is promoted by effective monitoring and liaison with primary healthcare services.

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

2.5.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 6 - Safeguarding people who use the service from abuse - Criterion 1

3.6.1 Provider must be aware of, and follow, their responsibilities under the Local Authority's safeguarding and whistle-blowing policy and procedures

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

3.6.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 6 - Safeguarding people who use the service from abuse - Criterion 2

3.6.2 Provider must have appropriate guidance and training in place for staff regarding safeguarding adults from abuse

Please enter your rating for this **advanced** criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met Not

met

3.6.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 6 - Safeguarding people who use the service from abuse - Criterion 3

3.6.3 Provider must review and update the Service User's care and support plan following any (alleged) abuse.

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

3.6.3 Please enter your evidence for the rating in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 6 - Safeguarding people who use the service from abuse - Criterion 4

3.6.4 Provider must give Service Users' and their Carers adequate information about how to identify and report abuse.

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

3.6.4 Please enter your evidence for the rating in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 7 - Cleanliness and infection control - Criterion 1

3.7.1 Provider must have effective arrangements in place to maintain appropriate standards of cleanliness

Please enter your rating for this mandatory criterion.

(Required)

Please select only one item

Fully met

Partly met

Not met

3.7.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 8 - Management of medicines - Criterion 1

3.8.1 Provider can demonstrate that they can handle medicines safely and appropriately

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met

Not met

3.8.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 8 - Management of medicines - Criterion 2

3.8.2. The provider must keep appropriate records regarding medication

Please enter your rating for this **Mandatory** criterion

(Required)

Please select only one item

Fully met

Partly met

Not met

3.8.2 Please enter your evidence for this criterion in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 9 - Safety and suitability of premises - Criterion 1

3.9.1 The provider must ensure that any equipment used is suitable for its purpose

Please enter your rating for this **Mandatory** criterion

(Required)

Please select only one item

Fully met

Partly met

Not met

3.9.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 3 - Safeguarding and Safety Standard 9 - Safety and suitability of premises - Criterion 2

3.9.2 Provider must have a Fire Safety Plan and ensure that staff undertake fire safety training as well as risk assessment and risk management training

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met

Not met

3.9.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 1

4.10.1 Provider must practice safe Recruitment and Selection

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

4.10.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 2

4.10.2 Provider must ensure that all external staff are subject to the same level of checks as employed staff

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

4.10.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 3

4.10.3 Provider must ensure that all employees regardless of their contract have a clear understanding of roles and responsibilities

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional Fully

met

Partly met Not

met

4.10.3 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 4

4.10.4 Provider must risk assess working environment & conditions and make reasonable adjustments to enable staff to fulfil their role.

Please enter your rating for this mandatory criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

4.10.4 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 10 - Requirements relating to staff recruitment - Criterion 5

4.10.5 Provider must have an effective code of conduct.

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

4.10.5 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 11 - Staffing and staff deployment - Criterion 1

4.11.1 Make sure that there are sufficient staff on duty with the right knowledge, experience, qualifications, skills and understanding to provide effective care and support

Please enter your rating for this mandatory criterion.

(Required)

Please select only one item

Fully met

Partly met

Not met

4.11.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 12 - Supporting staff - Criterion 1

4.12.1 Provider must deliver a comprehensive induction program at the start of employment

Please enter your rating for this **advanced** criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

4.12.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 12 - Supporting staff - Criterion 2

4.12.2 Provider can demonstrate that all staff have undertaken mandatory training

Please enter your rating for this **advanced** criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met

Not met

4.12.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 4 - Suitability of staffing Standard 12 - Supporting staff - Criterion 3

4.12.3 Provider must demonstrate that all staff receive regular supervision and appraisals

Please enter your rating for this **advanced** criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met Not

met

4.12.3 Please enter your evidence for the rating in the text box below.

(Required)

Domain 5 - Quality of management Standard 13 - Assessing and monitoring the quality of service provision - Criterion 1

5.13.1 There must be a Registered Manager in post providing stable and effective leadership.

Please enter your rating for this **advanced** criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met Not

met

5.13.1 Please enter your evidence for the rating in the text box below.

(Required)

Domain 5 - Quality of management Standard 13 - Assessing and monitoring the quality of service provision - Criterion 2

5.13.2 There must be an effective Quality Assurance Programme in place

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met Not

met

5.13.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 5 - Quality of management Standard 13 - Assessing and monitoring the quality of service provision - Criterion 3

5.13.3 The provider must ensure that incidents are reported and investigated in accordance with the appropriate policies and procedures.

Please enter your rating for this mandatory criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

5.13.3 Please enter your evidence for the rating in the text box below.

(Required)

Domain 5 - Quality of management Standard 13 - Assessing and monitoring the quality of service provision - Criterion 4

5.13.4 The provider must identify, manage and monitor risks in relation to visitors to the service.

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met Not

met

5.13.4 Please enter your evidence for the rating in the text box below.

Domain 5 - Quality of management Standard 13 - Assessing and monitoring the quality of service provision - Criterion 5

5.13.5 The provider must demonstrate that they have planned effectively to ensure business continuity in the event of an emergency.

Please enter your rating for this mandatory criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

5.13.5 Please enter your evidence for the rating in the text box below.

Domain 5 - Quality of management Standard 14 - Complaints - Criterion 1

5.14.1 The provider must have a robust and effective complaints process.

Please enter your rating for this **Mandatory** criterion

(Required)

Please select only one item

Fully met

Partly met

Not met

5.14.1 Please enter your evidence for the rating in the text box below

Domain 5 - Quality of management Standard 15 - Records - Criterion 1

5.15.1 Ensure that the personal records of Service Users are held securely and remain confidential.

Please enter your rating for this **mandatory** criterion.

(Required)

Please select only one item

Fully met

Partly met

Not met

5.15.1 Please enter your evidence for the rating in the text box below.

Domain 5 - Quality of management Standard 15 - Records - Criterion 2

5.15.2 The provider must be aware of their legal obligations to report any data breaches appropriately.

Please enter your rating for this mandatory criterion.

(Required)

Please select only one item

Fully met

Partly met Not

met

5.15.2 Please enter your evidence for the rating in the text box below.

(Required)

Domain 5 - Quality of management Standard 15 - Records - Criterion 3

5.15.3 Service users' money must be handled securely

Please enter your rating for this advanced criterion.

(Required)

Please select only one item

Exceptional

Fully met

Partly met Not

met

5.15.3 Please enter your evidence for the rating in the text box below.

(Required)

Mandatory Policy & Procedures

Care providers are required to have up-to-date policies and procedures to support the delivery of good quality care.

By completing the following checklist, you are confirming: -

That your organisation's policies reflect the latest good practice, regulatory and legislative requirements as set out by the Framework Agreement, Care Quality Commission, NICE and the Care Act 2014.

That policies and procedures are reviewed and updated annually

That all staff have signed to confirm that they have read and understood them.

Please tick to confirm you have each of these policies and procedures in place

(Required)

Please select all that apply

- Accessible Information Policy
- Accidents & Incidents
- Appraisal Policy
- Business Continuity Policy
- Care Planning Policy
- Complaints Policy and Procedure
- DNAR / CPR Do not attempt cardiopulmonary resuscitation Policy
- Dols & MCA Policy
- Equality & Diversity Policy
- End of Life Care Policy
- Falls Management Policy
- Fire Safety Policy
- Induction Policy
- Infection Prevention and Control Policy
- Information Governance / Data Protection Policy
- Key Worker Policy
- Manual Handling Equipment Policy
- Medication Policy and Procedure
- Money Management Policy
- Physical Intervention (if required)
- Quality Assurance Policy and Procedure
- Recruitment and Selection policy and procedure
- Review Policy
- Risk Assessment Policy
- Safeguarding Policy & Procedure
- Staff Risk assessment Policy
- SOVA Policy and Procedure
- Supervision Policy
- Training Policy
- Visitor Policy & Procedure
- Whistle-Blowing Policy and Procedure