

Care Home Audit

Manager's quality audit of a care home, set out under CQC's five key questions: safe, effective, caring, responsive and well-led, with findings and actions.

1. Details

Where and when you audited.

Project

Filled in from the project in SiteSurvey.

Provider

Home or service *

Address

Date of audit *

Auditor

Areas and shifts covered

Residents spoken to

Staff spoken to

CQC's five key questions are whether a service is safe, effective, caring, responsive to people's needs and well-led. This audit is a manager's own check under those headings. It is not a CQC assessment, and it does not list every regulation. In Scotland, Wales and Northern Ireland care homes have their own regulators.

2. Safe

CQC: you are protected from abuse and avoidable harm.

Enough staff are on duty for the needs of the people living here today (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Staff can say what abuse is and how to report a concern (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Risk assessments, such as falls, skin and choking, are up to date in the care plans sampled (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Medicines are stored and recorded correctly on the round observed (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

The building is clean, safe and free of hazards, with call bells in reach (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Accidents and incidents are recorded, reviewed and acted on (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Notes

3. Effective

CQC: care achieves good outcomes and is based on the best available evidence.

Care plans sampled are current and reflect the person's needs (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Consent and mental capacity are recorded where decisions are made for someone (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

People are offered enough to eat and drink, and weights are monitored where needed (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

People see the GP, nurse and other professionals when they need to (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Staff training and supervision are up to date (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Notes

4. Caring

CQC: staff involve and treat you with compassion, kindness, dignity and respect.

Staff speak to people kindly, by the name they prefer, and without rushing (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Personal care is given in private, with doors and curtains closed (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

People are offered choices about their day, food and clothes (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

People look well cared for: clean clothes, hair, nails, glasses and hearing aids (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Families and friends are welcomed and kept informed (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

What did residents and families say?

5. Responsive

CQC: services are organised so that they meet your needs.

There are activities today that people chose and are taking part in (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Care plans record preferences, life history and what matters to the person (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Complaints are recorded, answered and learnt from (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

End of life wishes are recorded where people want to give them (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Call bells are answered promptly on the checks made (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Notes

6. Well-led

CQC: leadership, management and governance make sure the service provides high-quality care.

The programme of audits is up to date and actions are completed (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Staff say they are listened to and know who to go to (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Records are accurate, secure and up to date (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Notifications to the regulator have been made when required (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Feedback from residents, families and staff is collected and acted on (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

The latest inspection rating is displayed (choose one)

☐ Yes ☐ Partly ☐ No ☐ Not applicable

Notes

7. Findings and actions

One entry for each thing to put right.

Are there findings to record?

☐ Yes ☐ No

Findings (copy this block for each one; if applicable)

Area * (choose one)

- ☐ Safe
☐ Effective
☐ Caring
☐ Responsive
☐ Well-led
☐ Other: _____

Risk (choose one)

- ☐ High ☐ Medium ☐ Low

What did you find? *

Action

Who

By when

Photos (photos: attach, or note the file names)

Do not photograph residents or anything that identifies them.

Findings (if applicable; worked out automatically in the app)

High risk (if applicable; worked out automatically in the app)

Overall * (choose one)

- ☐ Good: minor points only ☐ Needs improvement ☐ Serious concerns: act now

Summary

Next audit due

Auditor name

Auditor signature

Manager name

Manager signature