**APPENDIX 1**

**Care Quality Commission
The Core Standards**

### FIRST DOMAIN: SAFETY

*Patient safety is enhanced by the use of healthcare processes, working practices and systematic activities that prevent or reduce the risk of harm to patients.*

**Core Standard C1**  Healthcare organisations protect patients through systems that:

a.      Identify and learn from all patient safety incidents and reportable incidents, and make improvements in practice based on local and national experience and information derived from analysis of incidents;

b.      Ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within the required timescales.

**Core Standard C2**  Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations.

**Core Standard C3**  Healthcare organisations protect patients by following National Institute of Clinical Excellence (NICE) interventional procedure guidance.

**Core Standard C4**  Healthcare organisations protect patients, staff and visitors safe by having systems to ensure that:

a.      The risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year-on-year reductions in Methicillin-Resistant Staphylococcus Aureus (MRSA);

b.      All risk associated with the acquisition and use of medical devices are minimised;

c.      All reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed;

d.      All medicines are handled safely and securely;

e.      The prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and safety of the environment.

## SECOND DOMAIN: CLINICAL & COST EFFECTIVENESS

*Patients achieve healthcare benefits that meet their individual needs through healthcare decisions and services, based on what assessed research evidence has shown provides effective clinical outcomes.*

**Core Standard C5**  Healthcare organisations ensure that:

a.      They conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and developing treatment and care;

b.      Clinical care and treatment are carried out under supervision and leadership;

c.      Clinicians continuously update skills and techniques relevant to their clinical work;

d.      Clinicians participate in regular clinical audit and reviews of clinical services.

**Core Standard C6**  Healthcare organisations co-operate with each other and social care organisations to ensure that patients' individual needs are managed and met.

## THIRD DOMAIN: GOVERNANCE

*Managerial and clinical leadership and accountability, as well as the organisation's culture, systems and working practices, ensure probity, quality assurance, quality improvement and patient safety are central components of all activities of the healthcare organisation.*

**Core Standard C7**  Healthcare organisations:

a.      Apply the principles of sound clinical and corporate governance;

b.      Actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources;

c.      Undertake systematic risk assessment and management;

d.      Ensure financial management achieves economy, effectiveness, probity and accountability in the use of resources **(Not included in declarations)**;

e.      Challenge discrimination, promote equality and respect human rights;

f.      Meet the existing performance requirements **(Not included in declarations)**;

**Core Standard C8**  Healthcare organisations support their staff through:

a.  Having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services;

b.  Organisational and personal developmental programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority group.

**Core Standard C9**  Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.

**Core Standard C10**  Healthcare organisations:

a.  Undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies;

b.  Require that all employed professionals abide by relevant published codes of professional practice.

**Core Standard C11**  Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare:

a.  Are appropriately recruited, trained and qualified for the work they undertake;

b.  participate in mandatory training;

c.  participate in further professional and occupational developments commensurate with their work throughout their working lives.

**Core Standards C12**  Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.

## FOURTH DOMAIN: PATIENT FOCUS

*Healthcare is provided in partnership with patients, their carers and relatives, respecting their diverse needs, preferences and choices, and in partnership with other organisations (especially social care organisations) whose services impact on patient wellbeing*

**Core Standard C13**  Healthcare organisations have systems in place to ensure that:

a.      staff treat patients, their relatives and carers with dignity and respect;

b.      appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information;

c.      staff treat information confidentially, except where authorised by legislation to the contrary.

**Core Standard C14**  Healthcare organisations have systems in place to ensure that patients, their relatives and carers:

a.      Have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services;

b.      Are not discriminatory against when complaints are made;

c.      Are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.

**Core Standard CI5 (Not included in declaration from NEAS)**  Where food is provided, healthcare organisations have systems in place to ensure that:

a.      Patients are provided with a choice and that it is prepared safely and provides a balanced diet;

b.      Patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.

**Core Standard C16**  Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.

## FIFTH DOMAIN: ACCESSIBLE & RESPONSIVE CARE

*Patients receive services as promptly as possible, have choice in access services and treatments, and do not experience unnecessary delay at any stage of service delivery or the care pathway.*

**Core Standard C17**  The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.

**Core Standard C18**  Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.

**Core Standard C19 (Not included in declarations)**  Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access services within national expectations on access to services.

## SIXTH DOMAIN: CARE ENVIRONMENT & AMENITIES

*Care is provided in environments that promote patient and staff wellbeing and respect for patients' needs and preferences in that they are designed for the effective and safe delivery of treatment, care or a specific function, provide as much privacy as possible, are well maintained and are cleaned to optimise health outcomes for patients.*

**Core Standard C20**  Healthcare services are provided in environments which promote effective care and optimise health outcomes by being:

a.      a safe and secure environment which protects patients, staff, visitors and their property and the physical assets of the organisation;

b.      supportive of patient privacy and confidentiality.

**Core Standard C21**  Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.

## SEVENTH DOMAIN: PUBLIC HEALTH

*Programmes and services are designed and delivered in collaboration with all relevant organisations and communities to promote, protect and improve the health of the population served and reduce health inequalities between different population groups and areas.*

**Core Standard C22**  Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by:

a.      Co-operating with each other and with local authorities and other organisations;

b.      Ensuring that the local Director of Public Health's annual report informs their policies and practices;

c.      making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships.

**Core Standard C23**  Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.

**Core Standard C24**  Healthcare organisations protect the public by having a planned, prepared and, where possible, practices response to incidents and emergency situations, which could affect the provision of normal services.