

Inside knowledge!

CQC inspectors' own checklist!

CQC have shared with the Trust a document they use as a checklist when they visit teams as part of the new style inspections. They have been willing to share this document with us and have encouraged us to pass it on to all frontline staff to help you prepare for what will happen on the day.

The checklist will give you a great insight into what the CQC inspectors will be looking for when they visit you and we would encourage you to discuss each element within your team.

Whilst the checklist we have been provided with is targeted specifically at an inspection of a mental health ward, several items within the document apply across all in-patient and community settings.

More information on the CQC visits and other supporting materials can be found on the staff intranet at www.southernhealth.nhs.uk/knowledge/care-quality-commission . If you have any queries about this document please do not hesitate to contact the Trust's CQC preparation team on 02380 874088.

CQC Internal Checklist

When visiting a ward, member of the inspection team will:

- Undertake a tour of the ward area
- Check that essential equipment is maintained and regularly checked (resuscitation equipment, fridges etc...)
- Interview the ward manager
- Interview at least one ward consultant and at least one junior doctor
- Interview at least two band 5/6 nurses
- Interview at least two band 2/3 nursing assistants
- Interview at least five service users
- Review at least six care records
- Check all prescription charts

When possible, members of the inspection team will also:

- Talk to the ward pharmacist
- Talk to other members of the MDT (OTs, social workers etc...)
- Talk to domestic/cleaning staff



- Talk to carers of service users
- Attend and observe an MDT meeting and handover
- Undertake observations of interactions between staff and patients/carers

A SAFE ward:

- Regularly conducts a comprehensive risk assessment of the safety of the environment and has a management plan to address shortfalls
- Has unimpeded sight lines and takes measures to mitigate blind spots
- Manages ligature points as part of individual and ward risk assessments
- Has alarms accessible to staff, patients and visitors that are checked regularly
- Has a crash bag that is maintained and checked
- Has effective policies on patient safety and the use of observation
- Has protocols on searching, code of conduct for ward behaviour and police liaison
- Reports incidents, supports staff and patients after an incident and acts on the findings of investigations – giving feedback to all staff and providing training when required.
- Has agreed minimum nurse staffing levels on all shifts that:
 - Is reviewed daily to take account of factors that affect numbers and skill mix
 - Allows an experienced nurse to be assigned at all times to the floor to monitor patient interactions and to observe for risk behaviour
 - Minimises any adverse impact of the use of agency and bank staff
- Uses safeguarding to protect patients from harm, neglect or abuse
- Use restrictive practices (including rapid tranquilisations, physical restraint and seclusion) only as a last resort and once de-escalation and strategies have been employed
- Undertakes a full, immediate risk assessment of every patient on admission, incorporates this into the care plan, updates it regularly and communicates it effectively

An EFFECTIVE ward:

- Creates a comprehensive care plan for each patient within 72 hours of admission that takes account of the views of the family/carers and considers the person's physical, psychological and social needs
- Identifies physical health problems on admission, treats them adequately and has easy access to the necessary range of physical healthcare services
- Has daily and effective handovers between all members of the MDT and a full multi-disciplinary review of each patient's care at least once a week



- Has input from psychologists, occupational therapists, social workers and pharmacists
- Provides an activity and therapy programme relevant to the needs of the patients that is available 7-days a week
- Provides patients with NICE recommended psychological therapies
- Ensures that all staff have had mandatory training, are trained in the use of NICE guidelines relevant to inpatient care and that all qualified nurses have been assessed as competent in administering medications within the last year
- Complies with national guidance on prescribing and administering of medication
- Is effective in monitoring the effects of medication
- When medication is prescribed ensures the patient is informed about the side effects and that ward staff and patients can access advice from a pharmacist
- Adheres to the Code of Practice of the Mental Health Act
- Engages all staff in clinical audit relevant to the work of ward
- Participates in a standards-based quality improvement process that includes external peer-review (such as AIMS)

A CARING ward:

- Has an admission process that orients a new patient and informs them of their rights
- Involves each patient in all aspects of and at all stages in the planning and delivery of his/her care and ensures that each patient is fully aware of his/her care plan
- Offers patients choice with respect to treatment options; including medication
- Enables patients to access independent advocacy services
- Has staff that are respectful and compassionate and that maintain the dignity of patients
- Ensures that families and carers are informed, involved in care decisions and are supported

A RESPONSIVE ward:

- Is clean, comfortable and well maintained
- Provides:
 - The full range of rooms required for therapies and social activities
 - Areas that allow patients to have privacy – including when using the phone
 - A comfortable dining area and hot drinks and snacks available at all times
 - A choice of food of a good quality



- Segregated sleeping areas, bathrooms/toilets and lounge areas for men and women
- Access to an outside space
- A full-range of information resources about mental health problems and local services
- Is effective at managing bed occupancy levels and patient mix
- Can respond to the needs of people from different ethnic groups and to those for whom English is not the first language
- Has effective working links with community mental health teams, primary care services and social care services from admission to discharge
- Tells patients how to complain and acts on and learns from complaints

A WELL LED ward:

- Has a staff group that feels positive, satisfied and has low levels of stress
- Has a cohesive senior team which includes a consultant psychiatrist
- Has a ward manager who is the point of contact for all ward operational matters, who manages the budget and has the authority and administrative support to lead the ward team
- Makes effective and immediate arrangements to cover vacant posts
- Provides clinical leadership training for qualified nurses
- Provides appraisal, personal development planning, training, supervision and support to all staff
- Knows senior managers and feels able to communicate with them
- Has staff that feels able to raise concerns and address behaviours and performance inconsistent with the organisation's values.

