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QUESTIONS TO BE ANSWERED FOR the CQC ANNUAL PIR – August 2019
Sections in the Annual PIR:

- ◆ *Location information*
- ◆ *Respondent information*
- 1. *Changes*
- 2. *People who use your service*
- 3. *Services you provide*
- 4. *Staff*
- 5. *Commissioners and Partnerships*
- 6. *Quality Assurance and Risk Management*
- 7. *Anything else*

KLOE
Answer
** Detail required*

Location information			
Location number			
Location name			
Address of your Location			
Postcode			
Provider number (Sometimes called 'organisation number').			
Provider name			
Organisation type			
Respondent information			
Your name			
Your phone number			
Your email address			
Website address			
Changes			
1.1	Describe the impact of changes you have made in the past 12 months on people using your service. Consider the characteristics of good and outstanding ratings to identify relevant changes	W1	*
1.2	Describe the changes you have planned for the next 12 months and the impact you expect these to have on people using your service. Consider the characteristics of good and outstanding ratings to identify relevant changes	W1	*
People who use your Service			
People who use your service: Number of people			
2.1	How many people are currently receiving support with regulated activities as defined by the H+SC Act from your service	S2.3	
2.2	Over the past 12 months, how many admissions have been: <ul style="list-style-type: none"> • Permanent • Temporary and not made permanent • For respite 	E1	
2.3	How many people have you served notice on to leave your service in the past 12 months solely due to a change in their care needs?	R2.4	
2.4	How many people have you served notice on to leave your service in the past 12 months for any other reason?	R2.4	
2.4-a	What were those other reasons?	R2.4	
People who use your service: Attorneys and deputies			
2.5	How many people using your service have given another person valid and active lasting power of attorney with authority to take decisions about the service you provide?	E7.7	
2.6	How many people using your service have a Deputy appointed by the Court of Protection with powers to take decisions about the service that you provide?	E7.5	
People who use your service: Care needs and preferences			
2.7	Which of the following dependencies do you currently support people with? Select all that apply:	E1	

	<ul style="list-style-type: none"> • Dementia • People detained under the Mental Health Act • Mental health needs • Drug or alcohol misuse • Eating disorders • Sensory impairments • Learning disabilities or autistic spectrum disorder • Physical disabilities 		
2.8	How many people are currently nursed or cared for in bed?	S5.2	
2.9	Do people who use your service have any specific communication needs or preferences?	C1.3	
2.9-a	How have you met these needs?	C1.3 R1.5	
2.10	How do you assess whether people are at risk of malnutrition and dehydration?	E3.4	
2.11	How many of the people who use your service are assessed to be at risk of malnutrition or dehydration?	E3.4	
2.12	How many of the people who use your service need a specialist diet?	E3.4	
	People who use your service: Restrictions and restraints		
2.13	How many people have restraints or restrictions in their care plans?	E7.6	
2.14	How many incidents of restraint have you recorded in the past 12 months?	E7.6	
2.15	How many people are subject to an authorisation under the Deprivation of Liberty Safeguards?	E7.5	
2.16	How many people are the subject of an order made by the Court of Protection that restricts, or deprives them of, their liberty?	E7.5	
2.17	What are the visiting arrangements for relatives and friends?	C3.7	
2.18	Are there any restrictions or special arrangements on friends or relatives visiting people?	C3.7	
2.18-a	What are these?	C3.7	
	People who use your service: Equality, Diversity and Human Rights		
2.19	How do you make sure you meet the Accessible Information Standard?	R1.5	
2.20	<p>Please state whether you have carried out any specific work in the past 12 months to ensure or improve care quality for people in relation to the following equality characteristics:</p> <ul style="list-style-type: none"> • Age • Disability • Gender • Gender reassignment • Race • Religion and belief • Sexual orientation • None of the above 	R1.2	
2.21	<p>What specific work have you undertaken in the past 12 months to ensure your service meets the needs of the people with protected characteristics?</p> <p>Protected Characteristics are Age, Disability, Gender Reassignment, Marriage and civil partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation</p>	R1.2	
2.22	What has been the impact? Please provide examples for different protected characteristics	E2	*
2.23	How do you ensure your staffing is sufficient in numbers and quality to meet all the needs of those you care for? Take into consideration all the protected characteristics and preferences of those that you care for.	S3.1 C3.4	
2.24	What practical examples can you give as to how you implement and apply human rights principles (fairness, respect, equality, dignity and autonomy) to your service and the impact this has had?	R1.2	*
2.25	How do you assure yourself that you and your workforce understand human rights principles (fairness, respect, equality, dignity, and autonomy)?	E2	
2.26	How many of the people who use your service (i) are funded in full or in part by their local authority, or (ii) receive NHS Continuing Health Care? Include people here even if they pay user charges towards local authority funded care, pay using a local authority personal budget, or have someone paying a third-party top up on their behalf.	W4.5	

2.27	How many other people use your service? These people will be self-funded or charity funded, including those in receipt of NHS Funded Nursing Care, and those paying the full cost through their local authority.	W4.5	
3	Services you provide		
3.1	How many beds does your service currently have for those receiving regulated activities?	N/A	
3.2	Do you use assistive technology for people who use your service?	E1.3	
3.2-a	What assistive technology do you use?	E1.3	
3.2-b	What difference has this technology made to the people who use your service?	E1.3	
3.3	Are you implementing the NICE guidance 'Oral health for adults in care homes' at your service?	W4.5	
4	Staff		
	Staff: Staff numbers		
4.1	How many people are directly employed and deliver regulated activities at your service as part of their daily duties?	S3	
4.2	How many work 35 hours a week or more?	S3	
4.3	How many work less than 35 hours a week?	S3	
4.4	How many are registered nurses?	S3.1	
4.5	How many are nursing associates?	S3.1	
4.6	How many staff have left your service in the past 12 months?	S3.1	
4.7	How many staff vacancies do you have?	S3	
4.8	How many full time equivalent posts do you employ?	S3	
4.9	How many hours of care have agency staff provided in the past 28 days?	S3	
4.10	How many of your current staff have completed the Care Certificate?	E2.3	
4.11	How many of your current staff have achieved a relevant Level 2 (or above) qualification? For example, this could be an NVQ or Diploma in Health and Social Care	E2.3	
4.12	What training are your staff required to do so they have the skills and knowledge to support people who use your service?	E2.1	
4.13	What impact has this had on the experience and outcomes for people who use your service?	E2.1	
4.14	How many of your care staff have a named person that provides them with regular one to one supervision?	E2.3	
	Staff: Registered Manager		
	Is this service required by a condition of registration to have a Registered Manager at this location?	W2.2	
	Is there a Registered Manager in post at this location?	W2.2	
	When did your last manager leave?	W2.2	
4.15	What stage are you at in recruiting a new registered manager? <ul style="list-style-type: none"> • Recruiting • Appointed • Waiting for person to start • Waiting for DBS (criminal record) check • Manager application submitted to CQC • Manager application accepted by CQC • Waiting for CQC to process application • Waiting for fit person interview or result • Not applicable 	W2.2	
5	Commissioners and Partnerships		
	Commissioners and partnerships: Commissioners		
	Tell us which organisations commission care from you, their contact details and how many people they commission care for:	W5.1	
5.1	Select the number of commissioners: Commissioning organisation Do you have a named person? Named person Telephone number Email Number of people	W5.1	

5.2	Please give details of all other organisations that are currently commissioning care from you, if any, in the box below.	W5.1	*
	Commissioners and partnerships: Partnerships		
5.3	How do you work in partnership with other specialist services (for example, speech & language, dementia, tissue viability, nutrition and reablement services)?	W5.2	
6	Quality Assurance and Risk Management		
	Quality Assurance and risk management: Quality Assurance		
6.1	Have you had any safety concerns about premises or equipment in the past 12 months?	S2.6	
6.1-a	What have you done to address these concerns?	S2.6	
	Quality Assurance and risk management: Accreditation, memberships and recognition		
6.2	List any accreditation schemes, initiatives, associations or memberships you have been a part of, and any awards or official recognition your service, or individual staff members, have received for the quality of care provided to people who use your service. Only include items from the past 12 months.	W4.3	
	Quality Assurance and risk management: Duty of Candour		
6.3	How many notifiable safety incidents have you had in the past 12 months that have triggered the harm thresholds of the duty of candour regulation?	W1.4	
6.3-a	Have you kept copies of what you told the people using your service - or people lawfully acting on their behalf - when the incident happened (including an account of that incident, further enquiries anticipated, and an apology)?	W1.4	
6.3-b	Have you kept copies of what you put in writing to them (setting out support provided, enquiries made and their results, and the apology)?	W1.4	
	Quality assurance and risk management: Medicines and controlled drugs.		
6.4	Do you administer medicines?	S4.2	
6.4-a	Do you currently administer controlled drugs?	S4.1	
6.4-b	Do you use enteral feeding to administer medicines?	S4.6	
6.4-c	Do you ever administer medicines covertly?	S4.4	
6.4-d	How many medicine <u>recording</u> errors have there been in the past 12 months?	S6.3	*
6.4-e	How many medicine <u>administration</u> errors have there been in the past 12 months?	S6.3	*
	Quality assurance and risk management: Deaths		
6.5	Have you notified us of any deaths in the past 12 months?		*
6.5-a	How many of these deaths were followed by an inquest?	S6.5	*
6.5-b	How many of the people who died were subject to a DoLS authorisation?	S6.2	
	Quality assurance and risk management: Complaints and Compliments		
6.6	In the past 12 months, how many complaints were made about your service that were managed under your complaints procedure?	R2	
6.6-a	What are the main complaints you have received in the past 12 months and what have you changed as a result to improve your service?	R2	
6.6-b	Of the complaints you have had in the last 12 months: How many were made within the past 28 days?	R2.3	
6.6-c	Of the complaints you have had in the last 12 months: How many have been resolved?	R2.5	
6.6-d	Of the complaints that were resolved, how many were resolved in 28 days?	W4.4	
6.7	Tell us the most common types of compliment people have given your service over the past 12 months	R2	
7	Anything else		
7.1	Tell us here, anything else that you wish to share about your service and that is not included in your other answers		*