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|  | |  |  |  | | --- | --- | --- | | **MSA EFFECTIVE** | | | | Indicators | Compliant/Value | Comment | | What is the evidence that new/revised policies have been discussed with the staff team and that they have understood them? |  |  | | Are your staff files up to date (& absent documents explained?) Are code of conduct forms signed? Initials of staff files checked? |  |  | | Have all staff members have received supervision within the last 8 weeks? Initials of 2 staff files checked? What plans are in place to address shortfalls? |  |  | | Have 'return to work' interviews been held for staff returning from sick leave? Is documentation completed & returned? (n/a - if no staff sickness this month) |  |  | | What contingency plans are in place to ensure sufficient staff are on duty at all times to provide a safe service? |  |  | | What is the evidence of service user involvement in the recruitment / redeployment of staff where applicable? |  |  | | Have new staff received a formal probation review after 6 months and has all relevant paperwork been completed? (staff initials & completion dates) |  |  | | Are all mandatory staff trainings in date & have you informed the learning dept of any external trainings scheduled or attended since last MSA? |  |  | | Are all new staff completing induction & probation requirements? (inc. med comps, e-assessments, food hygiene & moving and handling training, policy reviews) |  |  | | Are all staff PDR's current and being reviewed for progress? |  |  | | Date of last team meeting? Evidence of staff engagement & participation in agenda setting & regular inclusion of safeguarding, MCA/DoLS, fire safety etc? |  |  | |  |
|  | |  |  |  | | --- | --- | --- | | **WELL LED** | | | | Indicators | Compliant/Value | Comment | | Learning from Incidents. How is information from accidents, incidents, complaints and compliments used to inform and improve the service? |  |  | | Date of last financial audit? Have all actions from audit been completed & recommendations considered? |  |  | | How are staff supported to ensure that Safeguarding, MCA/DoLS & person centred values are embedded in their daily practice & that they could answer questions about these areas during external audits/inspections? |  |  | | Service User Satisfaction Survey. Is it up to date (done annually). Is there evidence of actions in response to the feedback? How have results and actions been communicated to service users? |  |  | | Have all notifiable incidents been reported to CQC and trust office since last MSA? |  |  | | Are all service user records kept securely per the Data Protection Act and according to CQC retention times guidance? |  |  | | Business Plan and Provider Information Return (PIR). Does your service have a current biz plan and PIR and have they been reviewed? |  |  | | Has the death or unauthorised absence of a person who is detained or liable to be detained under the Mental Health Act 1983 been reported to CQC since last MSA? |  |  | | Is the Quality file for the service up to date & accessible for CQC? |  |  | | Has CQC been informed of any absences of more than 28 days of the registered manager? |  |  | | Have tasks from all audits (QA, H&S etc) been actioned, reviewed by the auditor or AM and evidence updated to reflect this? |  |  | | Has any death of a service user since last MSA been reported to CQC? |  |  | | Date of last budget surgery? Have all actions been implemented & recommendations considered? |  |  | | Friends & Family Survey. Is it up to date (done annually in March). Is there evidence of actions in response to the feedback? How have results and actions been communicated to family members? |  |  | |  |
|  | |  |  |  | | --- | --- | --- | | **RESPONSIVE** | | | | Indicators | Compliant/Value | Comment | | How many best interest meetings/discussions for service users since last MSA? How are they documented? |  |  | | Does the service user guide give an accurate description of the service & local community? Is it accessible to service users and visitors? Date next review due? |  |  | | Do service users have current contracts governing their use of the service, cost and payment arrangements? |  |  | | What checks & evidence do you have that staff are aware of complaints procedures and are confident in supporting service users with complaints? |  |  | | Are the following items on display at the service - CQC rating, visitors info, visitors book, advocacy info, service user guide, trust values & vision poster? |  |  | | Your service transport policy clearly states contributions individual service users make towards transport costs. Date review is due? |  |  | | What evidence is there that all service users are supported / have access to make complaints or raise concerns? (eg. communications profiles or passports) |  |  | | How are service users supported to express their views & be involved in decision making about their support? |  |  | | Are mental capacity statements & DoLs (apps or approvals) current? How do you monitor fluctuating capacity & decision making abilities of individuals? |  |  | |  |
|  | |  |  |  | | --- | --- | --- | | **MSA CARING** | | | | Indicators | Compliant/Value | Comment | | Check all staff have signed/dated & understand the confidentiality (GDPR) and data protection (DP) policies. Are consent, DP & confidentiality regular team meeting agenda items/discussions? |  |  | | Are service users involved in choosing their meals & snacks? Do menus reflect a balanced, nutritious diet and is food presented in appetising way? |  |  | | Are support/care plans focussed on positive outcomes for service users & do they take in to account individual likes/dislikes & service delivery preferences? |  |  | | Do diet & hydration support plans identify all food & fluid needs for service users (i.e. SALT referrals, MUST / weight records, intake charts)? Do they identify what support service users need to help them eat and drink? |  |  | | Do risk assessments cover activities and issues identified in care/support plans? Do they balance service user safety & right to choose? |  |  | | Have 20% support/care plans been audited this month to ensure they are person centred and reflect current service user needs and preferences? Initials of plans checked? |  |  | | Can service users choose when and where to eat their meals? How are individual food preferences, health (i.e. textured diets), religious & cultural dietary requirements taken into account? |  |  | | Do health action plans or physical health records reflect current SU needs & are they comprehensive (i.e. oral records)? How are SU supported to access healthcare services & how is this evidenced? |  |  | | How is service user information shared with other agencies/services? Do systems ensure confidentiality & continuity of care? |  |  | |  |
|  | |  |  |  | | --- | --- | --- | | **MSA SAFE** | | | | Indicators | Compliant/Value | Comment | | Check COSHH file and risk assessments are current. Date of last signed review? |  |  | | The home is cleaned regularly and to an agreed standard? Evidence of cleaning rota’s? |  |  | | Are all accidents & incidents documented, signed off & copies sent to Trust office? What is the evidence that A&I's are used to review/revise care planning? |  |  | | Check all staff using own vehicle for work have copies of driving licence, insurance and MOT on file? |  |  | | Are all trust /resident vehicle checks up to date? MOT and car tax due dates? |  |  | | Are lone working risk assessments & safe systems of work current & completed where applicable? |  |  | | Date of last signed review of the services' emergency plan? |  |  | | Have all Safeguarding alerts been reported to local authority & actions/reviews completed? Have Linda Phelps & Jeff Parry been informed? |  |  | | Check all equipment service records are up to date? Renewal dates can be reviewed / updated in Statistics Section |  |  | | Have all staff received infection control training? Date & evidence of last in-house training? |  |  | | Check 2 service users’ inventories are in date (within 1 year). Initials of those checked? |  |  | | Have any new staff signed the ‘Whistleblowing’ Policy sign off sheet? |  |  | | Is Fire log book/staff fire training (4 pieces of training per yr) in date? Date of last full drill/evacuation? |  |  | | Date & evidence of last completed monthly health and safety checklist? |  |  | | Are all service user financial records and monies double checked regularly? Initials of those checked this month? |  |  | | Check staff have signed off each service user restraint profile & that profiles have been reviewed within the last 12 months? |  |  | |  |
|  | |  |  |  | | --- | --- | --- | | **MSA MEDICATION MANAGEMENT** | | | | Indicators | Compliant/Value | Comment | | Do all service users have individual medication profiles & how is service user consent evidenced? |  |  | | Do all staff have an up to date (annual) med competency record? Is any specialist medical training current (i.e. peg feeding, diabetes)? |  |  | | Are Medication stock check systems up to date & fully inclusive (PRN, liquids etc.) and are all MAR sheets signed? |  |  | |  |
|  | |  |  |  | | --- | --- | --- | | **QSA RESPONSIVE** | | | | Indicators | Compliant/Value | Comment | | How are service users supported to maintain family relationships & access community events and activities? |  |  | |  |