A New Key Question for Scotland

June 2020

The Care Inspectorate has released a new Key Question for use during the COVID-19 pandemic. This will enable them to focus on the areas of care delivery which are of most importance during this time.

The key question focusses on Infection Control, PPE, and Staffing, and it has three quality indicators covering all the criteria which will be reviewed during the inspection visit. The quality indicators are:

1. People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.
2. Infection control practices support a safe environment for both people experiencing care and staff.
3. Staffing arrangements are responsive to the changing needs of people experiencing care.

Here at QCS we have developed:
*   A Mock Inspection Toolkit – COVID-19
*   Surveys for use during COVID-19
*   A Mock Inspection during the Coronavirus Pandemic Policy and Procedure

If you to apply for a free trial with us, you can obtain a free COVID-19 Checklist for use to measure your service performance. This will reassure you that all the areas are considered and demonstrate to the Care Inspectorate you strive for continuous improvement, even in these unprecedented times.

Evidence Checklist

No.	Evidence	Present	If 'No', what are the issues that are preventing the evidence to be present or sufficient?
1	QCS policies identified which support these Quality Indicators		
2	Care Plans which demonstrate that all are within date and meaningful, Supported Decision Making, from the Mental Welfare Commission is a document that may support care plan development During the pandemic the advice in the Coronavirus (COVID-19) ethical advice and support framework will help Promoting excellence in dementia care (includes people with a learning disability and dementia) will guide staff See Hear – framework for meeting the needs of people with a sensory impairment Jenny's Diary – supporting conversations about dementia with people who have a learning disability		
3	Care Plans which demonstrate that current risk assessments are within date and allow and encourage Service Users to take informed risks		
4	If any Service User is subjected to restraint, demonstrate the involvement of all and that the least restrictive practice is in place and reviewed at least monthly Rights Risks and Limits to Freedom Guidance for care providers in Scotland using CCTV		

Evidence Checklist

No.	Evidence	Present	If 'No', what are the issues that are preventing the evidence to be present or sufficient?
5	Care Plans which demonstrate that the Service User's wishes and preferences influence the support they receive, resulting in better outcomes Understanding Personal Outcomes, from the Scottish Social Services Council		
6	Service User meeting minutes demonstrating they have a say in the service provision		
7	Communication in a format that is suitable for all, e.g. minutes in large print, information booklets in different languages, easy read documents, pain assessment tool in pictorial format Supporting people to keep in touch		

Evidence Checklist

No.	Evidence	Present	If 'No', what are the issues that are preventing the evidence to be present or sufficient?
8	Staff training records with evidence of staff being supported to understand the Health and Social Care Standards, infection control, hand washing, acute care needs in COVID- 19, dementia, dignity, adult support and protection, and all clinical best practice guidance commensurate with their role Recognising deterioration and supporting people with acute care needs during COVID-19 Dementia and COVID-19 learning bytes National infection prevention and control manual COVID-19 information and guidance for care homes and COVID-19 incident or outbreak tool World Health Organization 5 moments – your moments for hand hygiene in residential care Health and Social Care Standards Learning Zone SSSC		
9	Service User Terms and Conditions, Service User Guide and Statement of Purpose, given to Service User clearly identifying what they can expect from the service, prior to uptake of service		
10	Notifications occur to ensure that the regulator has up-to-date information pertaining to the pandemic Updated guidance		

Evidence Checklist

No.	Evidence	Present	If 'No', what are the issues that are preventing the evidence to be present or sufficient?
11	Documents which demonstrate that any legal constraints are appropriately applied for and granted, e.g. Guardianship Checklist used, copy of Power of Attorney if granted, and management aware of who has these legal applications Coronavirus (COVID-19) ethical advice and support framework Guardianship checklist Continuing and welfare attorney		
12	Advocacy details clearly on display and evidence of using the service for anyone who requires it		
13	Evidence of Service User supported to understand the Health and Social Care Standards. Health and Social Care Standards Health and Social Care Standards - Easy Read		
14	Staff attendance can be severely affected during the pandemic. Use of these effectively can lessen the impact Guidance on testing and management of test positive residents and staff National Wellbeing Hub for staff SSSC staff guidance, wellbeing and learning resources COVID-19 learning materials for health and social care staff		

Evidence Checklist

No.	Evidence	Present	If 'No', what are the issues that are preventing the evidence to be present or sufficient?
15	Evidence of Service Users being encouraged to go outdoors - Use of CAPA initiative		
16	Evidence of adult support and protection investigations being thoroughly dealt with and concluded Adult Support and Protection Guidance for care providers in Scotland using CCTV		
17	Evidence of the service adopting national best practice initiatives, e.g. 'Make Every Moment Count', 'Make Every Move Count', 'Care About Physical Activity', 'Go for Gold', 'Playlist for Life', use of the Apps on Alzheimer Scotland literature Care About Physical Activity Playlist for Life		
18	If Dementia Care Mapping occurs in the service, evidence of how this influences the support and wellbeing experienced		
19	Service Users are supported to use technology which will help them maintain communication during the restriction in visiting, e.g. telephone, Wi-Fi, Facetime, Skype, etc. Supporting people to keep in touch		

Evidence Checklist

No.	Evidence	Present	If 'No', what are the issues that are preventing the evidence to be present or sufficient?
20	Anticipatory Care Plans are encouraged to elicit wishes at end of life and staff work within Scottish Palliative Care Guidelines and Living and Dying Well Anticipatory care planning for COVID-19 Palliative and end of life care resources Scottish Palliative care guidelines Living and Dying Well		
21	Evidence of Service User involvement in menu planning and support to understand healthy eating and use cooking facilities if included in their support plan SCLD Healthy Eating Healthy Living Pack		
22	Evidence that snacks and drinks, including fresh water, are encouraged daily by ensuring access to Service Users who are unable to access without support		
23	Evidence of staff knowledge of best practice and implementing the guidance Mental Welfare Commission. COVID-19 FAQ for practitioners – advice notes Rights, Risks and Limits to Freedom, and Human Rights in Mental Health Services Covert Medication, Working with the AWI Act, Decisions about Technology.		

Evidence Checklist

No.	Evidence	Present	If 'No', what are the issues that are preventing the evidence to be present or sufficient?
24	Evidence of a robust medication system and continually monitoring the process, following best practice guidance Guide for repurposing prescription only medications in care homes Safe Administration of Medication: Modules 1-3 (Scottish Social Services Council) Notifications about controlled drugs: guidance for providers Prompt – assist – administer medication in care settings		
25	Service User Surveys ask specifically about the experience of the support they receive		
26	Dependency tool results are available, demonstrating that the service complies with the results and reviews them at least monthly or as changes occur, especially during the COVID-19 pandemic		
27	Evidence of remote recruitment using best practice Safer Recruitment Through Better Recruitment		

Completed by:	
Signature:	
Date:	
Action Plan(s) required? (y/n)	
If Action Plan required, for which items above (indicate evidence item number/s from above.)	