New Question

Key Question I.D	PIR Questions	Values	Specialist Housing - 'Scheme' or 'Dwelling' level	KLOE I.D	KLOE Description	Mapped to 'Theme'	Proposed Frequency to be answered	General Housing [L2]	Specialist Housing [L2]	Shared Lives [L2]	Care Home [L2]	Specialist College [L2]
								Settings				
								Housing [L1]			**Residential Facility [L1]**	
1	Location number	Pre-populated	Scheme	N/A	Contextual	N/A	N/A	X	X	X	X	X
2	Location name	Pre-populated	Scheme	N/A	Contextual	N/A	N/A	X	X	X	X	X
3	Address of your location	Pre-populated	Scheme	N/A	Contextual	N/A	N/A	X	X	X	X	X
4	Postcode	Pre-populated	Scheme	N/A	Contextual	N/A	N/A	X	X	X	X	X
5	Registration date	Pre-populated	Scheme	N/A	Contextual	N/A	N/A	X	X	X	X	X
6	Provider number (*Sometimes called 'organisation number'*)	Pre-populated	Scheme	N/A	Contextual	N/A	N/A	X	X	X	X	X
7	Provider name	Pre-populated	Scheme	N/A	Contextual	N/A	N/A	X	X	X	X	X
8	Organisation type	Pre-populated	Scheme	N/A	Contextual	N/A	N/A	X	X	X	X	X
9	Your name	Pre-populated	Scheme	N/A	Contextual	N/A	At each amendment to keep audit trail	X	X	X	X	X
10	Your phone number	Pre-populated	Scheme	N/A	Contextual	N/A	At each amendment to keep audit trail	X	X	X	X	X
11	Your email address	Pre-populated	Scheme	N/A	Contextual	N/A	At each amendment to keep audit trail	X	X	X	X	X
12	Website address	Pre-populated	Scheme	N/A	Contextual	N/A	At each amendment to keep audit trail	X	X	X	X	X
Safe												
13	What are the arrangements in place to monitor and ensure the service you provide is safe?	Text area	Scheme	S2	How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?	Key Question	Annually	X	X	X	X	X
14	Since you registered/last completed a PIR/were rated at an inspection what improvements do you plan to introduce in the next 12 months that will make your service safer and how will these make a difference to people using the service? *Please provide specific examples*	Text area	Scheme	S2.1	What arrangements are there to manage risks appropriately, and to make sure that people are involved in decisions about any risks they may take?	Key Question	Annually	X	X	X	X	X
People												
16	How many people are currently receiving support with regulated activities as defined by the Health and Social Care Act from your service?	Number	Scheme	S2.3	Are people's records accurate, complete, legible, up-to-date, securely stored and available to relevant staff so that they support people to stay safe?	People	At each amendment to keep audit trail	X	X	X	X	X
17	How many people who receive regulated activities have started to use your service in the last 12 months?	Number	n/a	S2.3	Are people's records accurate, complete, legible, up-to-date, securely stored and available to relevant staff so that they support people to stay safe?	People	Annually	X				
19	How many people who receive regulated activities have stopped using the service in the last 12 months?	Number	n/a	S2.3	Are people's records accurate, complete, legible, up-to-date, securely stored and available to relevant staff so that they support people to stay safe?	People	Annually	X				
21	How many people are currently nursed, or cared for in bed?	Number	n/a	S5.2	Do staff understand their roles and responsibilities in relation to infection control and hygiene?	People	At each amendment to keep audit trail				X	
Staff and Carers												
22	How many people in total are currently employed at this service?	Number	Scheme	s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X	X	X	X
23	How many full time equivalent posts are employed at this service?	Number	Scheme	s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X	X	X	X
24	How many people who are directly employed deliver regulated activities at this service as part of their daily duties?	Number	Scheme	s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X	X	X	X
25	Of the people currently supporting the delivery of regulated activities at the service, how many are Shared Lives workers?	Number	n/a	s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Quarterly				X	

ID	Question	Type		Section	Question detail	Role	Frequency					
26	Of the Shared Lives workers who deliver regulated activities at your service:	Header/ Piping depending on validation capability		s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Quarterly				X	
294	Of the staff who deliver regulated activities at your service:	Header/ Piping depending on validation capability.	Scheme	s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Quarterly	X	X		X	X
27	How many registered nurses do you employ? Only include people you employ directly.	Number	n/a	s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Quarterly				X	X
28	How many are currently full-time (37 hours per week or more)?	Number		s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X	X	X	X
29	How many are currently part-time (less than 37 hours per week)?	Number		s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X	X	X	X
30	How many are volunteers?	Number		s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Quarterly	X	X	X	X	X
31	How many students are currently on placement with this scheme?	Number		s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
295	How many students are currently on placement with this service?	Number	Scheme	s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X		X	X
32	How many people are currently on apprenticeships at this scheme?	Number		s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
296	How many people are currently on apprenticeships at this service?	Number	Scheme	s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X		X	X
33	How many hours of care have agency staff provided in the past 28 days?	Number		s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X	X	X	X
34	How many Shared Lives workers have started with your service in the 12 months?	Number		s3.2	How is safety promoted in recruitment practices, arrangements to support staff, training arrangements, disciplinary procedures, and ongoing checks?	Staff and Carers	Annually				X	
306	How many staff have started with your service in the last past 12 months?	Number	Scheme	s3.2	How is safety promoted in recruitment practices, arrangements to support staff, training arrangements, disciplinary procedures, and ongoing checks?	Staff and Carers	Annually	X	X		X	X
35	How many of your Shared Lives workers have been employed for less than 12 weeks?	Number	Scheme	s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Quarterly				X	
307	How many of your staff have been employed for less than 12 weeks?	Number	Scheme	s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Quarterly	X	X		X	X
36	How many Shared Lives workers have left your service in the past 12 months?	Number		s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Annually				X	
308	How many staff have left your service in the past 12 months?	Number	Scheme	s3.1	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs?	Staff and Carers	Annually	X	X		X	X
37	How many Shared Lives workers vacancies do you have?	Number		s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
309	How many staff vacancies do you have?	Number	Scheme	s3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly	X	X		X	X

#	Question	Type	Scheme	Code	Description	Category	Frequency					
38	How do you ensure your staffing levels meet the dependency needs and preferences (Taking into consideration protected characteristics under the Equality Act) of those you care for?	Text area	Scheme	s3.1/ C3.5	What arrangements are there, including within the rotas, for making sure that staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs? / How does the service take people's preferences and needs and their protected and other characteristics under the Equality Act into account when scheduling staff?	Staff and Carers	Annually	X	X	X	X	X
39	How many Shared Lives carers are currently providing regulated activities for the scheme?'	Number	n/a	S3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
40	If known, how many of your Shared Lives carers provide regulated activities for other schemes?	Number	n/a	S3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
41	How many respite carers are currently providing regulated activities for the scheme?	Number	n/a	S3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
42	How many households are currently providing regulated activities for the scheme?	Number	n/a	S3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
43	How many households are part of multiple support arrangements?	Number	n/a	S3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
44	How many Shared Lives carers are there that are not part of a current support arrangement?	Number	n/a	S3	How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	Staff and Carers	Quarterly				X	
Provision, Commissioning and Partnerships												
45	How many beds does your service currently have for those receiving regulated activities?	Number	n/a	N/A	Contextual	Provision, Commissioning and Partnerships	At each amendment to keep audit trail				X	
Quality Assurance and Risk Management												
47	Have you had any safety-related concerns about the premises or equipment in it over the past 12 months?	Radios	Scheme	s2.6	How is equipment, which is owned or used by the provider, managed to support people to stay safe? How are the premises and safety of communal and personal spaces (such as bedrooms) and the living environment checked and managed to support people to stay safe? How does the provider manage risks where they provide support in premises they are not responsible for?	Quality Assurance and Risk Management	Annually		X		X	X
48	What have you done to address these concerns?	Text area	Scheme	s2.6	How is equipment, which is owned or used by the provider, managed to support people to stay safe? How are the premises and safety of communal and personal spaces (such as bedrooms) and the living environment checked and managed to support people to stay safe? How does the provider manage risks where they provide support in premises they are not responsible for?	Quality Assurance and Risk Management	Annually		X		X	X
51	Do you administer medicines?	Radios	Scheme	s4.2	How does the service make sure that people receive their medicines (both prescribed and non-prescribed) as intended (including controlled drugs and 'as required' medicines), and that this is recorded appropriately?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
52	Do you use enteral feeding to administer medicines?	Radios	Scheme	s4.6	How do staff assess the level of support a person needs to take their medicines safely, particularly where there are difficulties in communicating, when medicines are being administered covertly, and when undertaking risk enablement assessments designed to promote self-administration?	Quality Assurance and Risk Management	Annually	X	X		X	X
53	Do you ever administer medicines covertly?	Radios	Scheme	S4.4	Are there clear procedures for giving medicines covertly, in line with the Mental Capacity Act 2005?	Quality Assurance and Risk Management	Annually	X	X		X	X
54	How many medicine recording errors have there been in the past 12 months?	Number	Scheme	s6.3	How are lessons learned and themes identified, and is action taken as a result of reviews and investigations when things go wrong?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
55	How many medicine administration errors have there been in the past 12 months?	Number	Scheme	s6.3	How are lessons learned and themes identified, and is action taken as a result of reviews and investigations when things go wrong?	Quality Assurance and Risk Management	Annually	X	X	X	X	X

56	Do you currently administer controlled drugs?	Radios	Scheme	s4.1	Is the service's role in relation to medicines clearly defined and described in relevant policies, procedures and training? Is current and relevant professional guidance about the management of medicines followed?	Quality Assurance and Risk Management	Annually	X	X		X	X
57	Do any Shared Lives carers administer controlled drugs at households in the scheme?	Radios	n/a	s4.1	Is the service's role in relation to medicines clearly defined and described in relevant policies, procedures and training? Is current and relevant professional guidance about the management of medicines followed?	Quality Assurance and Risk Management	Annually			X		
58	How many deaths notified to CQC in the last 12 months were followed by an inquest?	Number	n/a	s6.5	How effective are the arrangements to respond to relevant external safety alerts, recalls, inquiries, investigations or reviews?	Quality Assurance and Risk Management	Annually			X	X	X
59	How many deaths notified to CQC in the last 12 months were there of people subject to an authorisation to deprive them of their liberty from a supervisory body or the Court of Protection (only)?	Number	n/a	s6.2	What are the arrangements for reviewing and investigating safety and safeguarding incidents and events when things go wrong? Are all relevant staff, services, partner organisations and people who use services involved in reviews and investigations?	Quality Assurance and Risk Management	Annually			X	X	X
60	Of the deaths where people were subject to an authority to deprive them of their liberty, how many which were referred to the Coroner resulted in an inquest?	Number	n/a	s6.1	Do staff understand their responsibilities to raise concerns, to record safety incidents, concerns and near misses, and to report them internally and externally, where appropriate?	Quality Assurance and Risk Management	Annually			X	X	X
Effective												
61	What are the arrangements in place to monitor and ensure the service you provide is effective?	Text area	Scheme	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	Key Question	Annually	X	X	X	X	X
62	Since you registered/ last completed a PIR/were rated at an inspection what improvements do you plan to introduce in the next 12 months that will make your service safer and how will these make a difference to people using the service? *Please provide specific examples*	Text area	Scheme	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	Key Question	Annually	X	X	X	X	X
People												
64	Which of the following dependencies do you currently support? (Tick all that apply) People who have dementia People detained under the Mental Health Act People who have mental health needs People who misuse drugs or alcohol People who have an eating disorder People who have a sensory impairment People who have a learning disability or autistic spectrum disorder People who have a physical disability	Checkboxes	Scheme	E1.1	Are people's physical, mental health and social needs holistically assessed, and is their care, treatment and support delivered in line with legislation, standards and evidence-based guidance, including NICE and other expert professional bodies, to achieve effective outcomes?	People	Quarterly	X	X	X	X	X
65	How many new college admissions / permanent admissions / long term Shared Lives arrangements have there been in the past 12 months?	Number	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Annually			X	X	X
66	How many long term Shared Lives arrangements are there as of today?	Number	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Quarterly			X		
67	How many long term Shared Lives arrangements have ended in the past 12 months?	Number	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Annually			X		
68	How many day arrangements have been made in the past 12 months?	Number	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Annually			X		
69	How many temporary admissions have there been in the past 12 months that have not been made permanent?	Number	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Annually			X		

No	Question	Type	Scheme	Code	Outcome	Category	Frequency					
70	How many people have left your service in the past 12 months because their health needs could no longer be met?	Number	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Annually					X
71	How many people have left your service in the past 12 months because their social care needs could no longer be met?	Number	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Annually					X
72	For those long-term arrangements that have ended in the last 12 months, how many were for the following reasons? Person who uses the service has developed their daily living skills and is ready to move on to greater independence Person who uses the service moving away to another area Person who uses the service's needs have changed Person who uses the service wants a change or to do something different SL Carer can no longer provide SL arrangements SL Agreement broken Other/ Not Known	Checkboxes	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Annually				X	
73	How many admissions for respite / respite arrangements have you made in the past 12 months?	Number	n/a	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	People	Annually			X	X	
110	Of the people who are currently using your service (Restriction and deprivation of liberty):	Header/ Piping depending on validation capability.	Scheme	E7.6	How does the service promote supportive practice that avoids the need for physical restraint? Where physical restraint may be necessary, how does the service ensure that it is used in a safe, proportionate, and monitored way as part of a wider person-centred support plan?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
74	How many people have restraints or restrictions in their care plans?	Number	n/a	E7.6	How does the service promote supportive practice that avoids the need for physical restraint? Where physical restraint may be necessary, how does the service ensure that it is used in a safe, proportionate, and monitored way as part of a wider person-centred support plan?	People	Quarterly	X		X	X	X
76	How many incidents of restraint have you recorded at your service in the past 12 months?	Number	n/a	E7.6	How does the service promote supportive practice that avoids the need for physical restraint? Where physical restraint may be necessary, how does the service ensure that it is used in a safe, proportionate, and monitored way as part of a wider person-centred support plan?	People	Quarterly	X		X	X	X
78	How many people using the service have a Deputy appointed by the Court of Protection with powers to take decisions about the service that you provide?	Number	n/a	E7.5	When people lack the mental capacity to make a decision, do staff ensure that best interests decisions are made in accordance with legislation?	People	Quarterly	X		X	X	X
80	How many people using the service have given another person valid and active lasting powers of attorney with authority to take decisions about the service you provide?	Number	n/a	E7.7	Do staff recognise when people aged 16 and over, who lack mental capacity, are being deprived of their liberty, and do they seek authorisation to do so when they consider it necessary and proportionate?	People	Quarterly	X		X	X	X
82	How many people are subject to an authorisation under the Deprivation of Liberty Safeguards?	Number	n/a	E7.5	When people lack the mental capacity to make a decision, do staff ensure that best interests decisions are made in accordance with legislation?	People	Quarterly				X	X
84	How many people are the subject of an order made by the Court of Protection?	Number	Scheme	E7.5	When people lack the mental capacity to make a decision, do staff ensure that best interests decisions are made in accordance with legislation?	People	Quarterly	X	X	X	X	X
Staff and Carers												
66	Do staff and people who use the service share a first language that is not English?	Radios	Scheme	E2.1	Do people have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience?	Staff and Carers	Quarterly	X	X	X	X	X
86	What language do they share? *You can enter more than one.*	Text field	Scheme	E2.1	Do people have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience?	Staff and Carers	Quarterly	X	X	X	X	X

ID	Question	Type	Scheme	Code	Description	Group	Frequency	C1	C2	C3	C4	C5
87	How do you ensure staff understand Human Rights principles (fairness, respect, equality, dignity and autonomy) and the relevance this has on the way in which staff support people (both people who use services and staff)?	Text area	Scheme	E2	How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?	Staff and Carers	Annually	X	X	X	X	X
88	Of the people employed to deliver regulated activities at this service:	Header/ Piping depending on validation capability.		E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	N/A				X	
297	Of the staff employed to deliver regulated activities at this service:	Header/ Piping depending on validation capability	Scheme	E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	N/A	X	X		X	X
89	How many of your current staff have completed the Care Certificate?	Number	Scheme	E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Quarterly	X	X	X	X	X
90	How many of your Shared Lives Carers have completed the Care Certificate?	Number		E2.3		Staff and Carers	Quarterly				X	
74	How many of your permanent staff or Shared Lives Carers have achieved a Level 2 qualification or above? For example, this could be an NVQ or Diploma in Health and Social Care.	Number		E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually				X	
298	How many of your permanent staff have achieved a Level 2 qualification or above? For example, this could be an NVQ or Diploma in Health and Social Care.	Number	Scheme	E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually	X	X		X	X
92	How many of your permanent staff or Shared Lives Carers have a Level 3 or above (For example- NVQ or Diploma in Health and Social Care)?	Number	n/a	E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually				X	
93	What training courses are your staff required to attend to ensure they have the skills and knowledge required to support people who use your service?	Text area	Scheme	E2.1	Do people have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience?	Staff and Carers	Annually	X	X	X	X	X
94	What impact has this had on the experience and outcomes for people who use you service?	Text area	Scheme	E2.1	Do people have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience?	Staff and Carers	Annually	X	X	X	X	X
95	What training courses are Shared Live Carers attached to your service required to attend to ensure they have the skills and knowledge required to support people who use your service prior to approval by the panel?	Text area	n/a	E2.1	Do people have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience?	Staff and Carers	Annually				X	
97	How many of your care staff / Shared Lives workers have a named person that provides them with regular 1:1 supervision?	Number		E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually				X	
299	How many of your care staff have a named person that provides them with regular 1:1 supervision?	Number	Scheme	E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually	X	X		X	X
98	How many of your Shared Lives Workers have had an annual appraisal in the past 12 months? Only include staff that have worked for you for more than 24 months.	Number		E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually				X	
300	How many of your care staff have had an annual appraisal in the past 12 months? Only include staff that have worked for you for more than 24 months.	Number	Scheme	E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually	X	X		X	X
99	Of the people currently supporting the delivery of regulated activities at the service, how many of your Shared Lives carers have a named person that undertakes monitoring visits?	Number	n/a	E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually				X	
100	Of the people currently supporting delivery of regulated activities at the service, how many of your Shared Lives carers have had an annual review in the last 12 months?	Number	n/a	E2.3	Do staff and volunteers have effective and regular mentorship, support, induction, supervision, appraisal and training?	Staff and Carers	Annually				X	

Provision, Commissioning and Partnerships

101	Does your service provide rehabilitation or reablement?	Radios	Scheme	E1	Contextual	Provision, Commissioning and Partnerships	Annually	X	X	X	X	X
102	What rehabilitation and/or reablement services do you provide?	Text area	Scheme	E1	Contextual	Provision, Commissioning and Partnerships	Annually	X	X	X	X	X
103	How do you use technology to support reablement and rehabilitation? *Examples of technology might be telehealth or telemedicine.*	Text area	Scheme	E1.3	How is technology and equipment used to enhance the delivery of effective care and support, and to promote people's independence?	Provision, Commissioning and Partnerships	Annually	X	X	X	X	X
104	What difference has it made to the people who use your service?	Text area	Scheme	E1.3	How is technology and equipment used to enhance the delivery of effective care and support, and to promote people's independence?	Provision, Commissioning and Partnerships	Annually	X	X	X	X	X
105	Is your service able to provider packages or placements to prevent delayed transfers of care?	Radios	Scheme	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	Provision, Commissioning and Partnerships	Annually	X	X		X	
106	Can your service provide care packages for people with a health crisis within 24 hours to prevent unnecessary admission to hospital?	Radios	Scheme	E1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	Provision, Commissioning and Partnerships	Annually	X	X		X	
107	What arrangements are made for GP contact during a respite admission?	Text area		E4	How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?	Provision, Commissioning and Partnerships	Annually				X	
Quality Assurance and Risk Management												
102	Do you have policies and procedures to help you meet the requirements of the Mental Capacity Act 2005?	Radios	Scheme	E7.1	Do staff understand the relevant consent and decision making requirements of legislation and guidance, including the Mental Capacity Act 2005 and the Children's Acts 1989 and 2004 and other relevant national guidance?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
109	Are you confident that your staff understand and carry out their responsibilities in accordance with the policies and procedures?	Radios	Scheme	E7.1	Do staff understand the relevant consent and decision making requirements of legislation and guidance, including the Mental Capacity Act 2005 and the Children's Acts 1989 and 2004 and other relevant national guidance?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
111	What do you do to make sure your service keeps up to date with good practice? *Please highlight any aspects of your service that you are particularly proud of.*	Text area	Scheme	e1	Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
112	How many of the people who use your service are assessed to be at risk of malnutrition or dehydration?	Number	Scheme	E3.4	How are risks to people with complex needs identified and managed in relation to their eating and drinking?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
113	How do you assess people to be at risk of malnutrition and dehydration?	Text area	Scheme	E3.4	How are risks to people with complex needs identified and managed in relation to their eating and drinking?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
114	How many of the people who use your service need a specialist diet?	Number	Scheme	E3.4	How are risks to people with complex needs identified and managed in relation to their eating and drinking?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
115	Of the people who use your service, how many have meals prepared for them by your staff?	Number	Scheme	E3.2	How are people supported to have a balanced diet that promotes health eating and the correct nutrition?	Quality Assurance and Risk Management	Quarterly	X	X			
116	Of the people who use your service, how many are supported to eat their meals?	Number	Scheme	E3.2	How are people supported to have a balanced diet that promotes health eating and the correct nutrition?	Quality Assurance and Risk Management	Quarterly	X	X			
Caring												
117	What are the arrangements in place to monitor and ensure the service you provide is caring?	Text area	Scheme	C1	How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?	Key Question	Annually	X	X	X	X	X
118	Since you registered/ last completed a PIR/were rated at an inspection what improvements do you plan to introduce in the next 12 months that will make your service safer and how will these make a difference to people using the service? *Please provide specific examples*	Text area	Scheme	C1	How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?	Key Question	Annually	X	X	X	X	X
People												

120	Do people who use your service have any specific communication needs or preferences?	Text area	Scheme	C1.3	Do staff seek accessible ways to communicate with people when their protected and other characteristics under the Equality Act make this necessary to reduce or remove barriers?	People	Annually	X	X	X	X	X
121	Where you have been unable to meet the need how have you overcome this?	Text area	Scheme	C1.3/ R1.5	Do staff seek accessible ways to communicate with people when their protected and other characteristics under the Equality Act make this necessary to reduce or remove barriers? How does the service identify and meet the information and communication needs of people with a disability or sensory loss? How does it record, highlight and share this information with others when required, and gain people's consent to do so?	People	Annually	X	X	X	X	X
122	What are the visiting arrangements for relatives and friends?	Text area	Scheme	C3.7	Are people's relatives and friends made to feel welcome and able to visit without being unnecessarily restricted?	People	Quarterly		X	X	X	X
123	Are there any restrictions or special arrangements on friends or relatives visiting people who use the service and if so, why?	Text area	Scheme	C3.7	Are people's relatives and friends made to feel welcome and able to visit without being unnecessarily restricted?	People	Quarterly		X	X	X	X
Responsive												
128	What are the arrangements in place to monitor and ensure the service you provide is responsive?	Text area	Scheme	R1	How do people receive personalised care that is responsive to their needs?	Key Question	Annually	X	X	X	X	X
129	Since you registered/ last completed a PIR/were rated at an inspection what improvements do you plan to introduce in the next 12 months that will make your service safer and how will these make a difference to people using the service? *Please provide specific examples*	Text area	Scheme	R1	How do people receive personalised care that is responsive to their needs?	Key Question	Annually	X	X	X	X	X
People												
131	Of the people who are currently using your service:	Header/ Piping depending on validation capability.	n/a			People	Quarterly	X		X	X	
132	How many people have current and complete Do Not Attempt Resuscitation (DNAR) forms/agreement in place?	Number	n/a	R3.1	Are people's preferences and choices for their end of life care and where they wish to die, including in relation to their protected equality characteristics, spiritual and cultural needs, clearly recorded, communicated, kept under review and acted on?	People	Quarterly				X	X
133	How many people have made a valid advance decision to refuse treatment (ADRT) that may affect how you care for them?	Number	Scheme	R3.1	Are people's preferences and choices for their end of life care and where they wish to die, including in relation to their protected equality characteristics, spiritual and cultural needs, clearly recorded, communicated, kept under review and acted on?	People	Annually	X	X	X	X	
134	How many people have a care plan in place that sets out their advanced care preferences?	Number	n/a	R3.1	Are people's preferences and choices for their end of life care and where they wish to die, including in relation to their protected equality characteristics, spiritual and cultural needs, clearly recorded, communicated, kept under review and acted on?	People	Annually				X	
135	Are the advanced care preferences shared with GP and ambulance services?	Radios	n/a	R1.3	Are people's preferences and choices for their end of life care and where they wish to die, including in relation to their protected equality characteristics, spiritual and cultural needs, clearly recorded, communicated, kept under review and acted on?	People	Annually				X	
136	In the last 12 months, please state whether you have carried out any specific work to ensure or improve care quality for people in relation to the following equality characteristics: Age Disability Gender Gender reassignment Race Religion and belief Sexual orientation None of the above	Checkboxes	Scheme	R1.2	How does the service make sure that a person's care plan fully reflects their physical, mental, emotional and social needs including on the grounds of protected characteristics under the Equality Act? These should include their personal history, individual preferences, interests and aspirations, and should be understood by staff so people have as much choice and control as possible.	People	Annually	X	X	X	X	X

137	What specific work have you undertaken in the last 12 months to ensure your service meets the needs of the people with protected characteristics? *Please make sure your answer includes any work to improve care for LGBT people .*	Text area	Scheme	R1.2	How does the service make sure that a person's care plan fully reflects their physical, mental, emotional and social needs including on the grounds of protected characteristics under the Equality Act? These should include their personal history, individual preferences, interests and aspirations, and should be understood by staff so people have as much choice and control as possible.	People	Annually	X	X	X	X	X
138	What practical examples can you give as to how you implement or apply human rights principles (fairness, respect, equality, dignity and autonomy) to your service?	Text area	Scheme	R1.2	How does the service make sure that a person's care plan fully reflects their physical, mental, emotional and social needs including on the grounds of protected characteristics under the Equality Act? These should include their personal history, individual preferences, interests and aspirations, and should be understood by staff so people have as much choice and control as possible.	People	Annually	X	X	X	X	X
139	How do you ensure people receive person centred care that respects their privacy and dignity and understands the needs of all protected characteristics? *(Please provide relevant anonymised examples)*	Text area	Scheme	R1.2	How does the service make sure that a person's care plan fully reflects their physical, mental, emotional and social needs including on the grounds of protected characteristics under the Equality Act? These should include their personal history, individual preferences, interests and aspirations, and should be understood by staff so people have as much choice and control as possible.	People	Annually	X	X	X	X	X
Staff and Carers												
144	Please provide examples of how you have met the Accessible Information Standard - by identifying, recording, flagging, sharing, and meeting the information and communication needs of people who use services, carers/staff and relatives where those needs relate to a disability, impairment or sensory loss.	Text area	Scheme	R1.5	How does the service identify and meet the information and communication needs of people with a disability or sensory loss? How does it record, highlight and share this information with others when required, and gain people's consent to do so?	Staff and Carers	Annually	X	X	X	X	X
Quality Assurance and Risk Management												
145	How many people have you served notice on to leave the service in the last 12 months?	Number	Scheme	R2.4	How are people who raise concerns or complaints protected from discrimination, harassment or disadvantage?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
146	In the last 12 months, how many complaints were made about your service that were managed under your complaints procedure?	Number	Scheme	R2	How are people's concerns and complaints listened and responded to and used to improve the quality of care?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
147	Of the complaints made in the last 12 months that were managed under your complaints procedure, how many were made within the last 28 days?	Number	Scheme	R2	How are people's concerns and complaints listened and responded to and used to improve the quality of care?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
148	Of the complaints made in the last 12 months that were managed under your complaints procedure how many were resolved?	Number	Scheme	R2.3	How effectively are complaints handled, including ensuring openness and transparency, confidentiality, regular updates for the complainant, a timely response and explanation of the outcome, and a formal record?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
149	Of the complaints made in the last 12 months that were managed under your complaints procedure how many were escalated to the Local Government Ombudsman?	Number	Scheme	R2.3	How effectively are complaints handled, including ensuring openness and transparency, confidentiality, regular updates for the complainant, a timely response and explanation of the outcome, and a formal record?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
150	Of the complaints that were resolved, how many were resolved within 28 days of the complaint being made?	Number	Scheme	R2.3	How effectively are complaints handled, including ensuring openness and transparency, confidentiality, regular updates for the complainant, a timely response and explanation of the outcome, and a formal record?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
151	Please outline any themes you have seen in the complaints you received in the last 12 months and what you have changed to improve your service as a result of this feedback.	Text area	Scheme	R2.5	To what extent are concerns and complaints used as an opportunity to learn and drive continuous improvement?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
Well-led												
152	What are the arrangements in place to monitor and ensure the service you provide is well-led?	Text area	Scheme	W1	Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?	Key Question	Annually	X	X	X	X	X

ID	Question	Type	Scheme	W	Description	Category	Frequency					
153	Since you registered/ last completed a PIR/were rated at an inspection what improvements do you plan to introduce in the next 12 months that will make your service safer and how will these make a difference to people using the service? *Please provide specific examples*	Text area	Scheme	W1	Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?	Key Question	Annually	X	X	X	X	X
People												
155	How many referrals have been made to the scheme in the past 12 months?	Number	n/a	W4.2	How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?	People	Annually				X	
156	How many referrals have not resulted in new long term arrangements?	Number	n/a	W4.2	How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?	People	Annually				X	
157	For those where no arrangement was made, what was the reasoning?	Header	n/a			People	Annually				X	
158	The scheme does not provide the right accommodation or support.	Checkboxes	n/a	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	People	Annually				X	
159	Individual does not fit the criteria for the service	Checkboxes	n/a	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	People	Annually				X	
160	The service could not find a suitable match.	Checkboxes	n/a	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	People	Annually				X	
161	Other or reason not known	Checkboxes	n/a	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	People	Annually				X	
266	How many visits have your care workers made to people that use your service in the past 28 days?	Number		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	People	Quarterly	X				
162	Payment for the care you provide	Header	n/a	W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	People	N/A	X	X	X	X	
163	Of the people who currently use your service, how many fully fund their own care?	Number	Scheme	W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	People	Quarterly	X	X	X	X	
164	How many of the people who currently use your service are fully funded by the NHS?	Number	Scheme	W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	People	Quarterly	X	X	X	X	
165	How many of the people who currently use your service top up their funding by the NHS?	Number	Scheme	W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	People	Quarterly	X	X	X	X	
166	How many of the people who currently use your service are fully funded by a Local Authority?	Number	Scheme	W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	People	Quarterly	X	X	X	X	
167	How many of the people who currently use your service top up their funding by the Local Authority?	Number	Scheme	W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	People	Quarterly	X	X	X	X	

168	How many of the people who currently use your service are jointly funded by NHS and Local Authority?	Number	Scheme	W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	People	Quarterly	X	X	X	X	
169	If known, how many people who currently use your service and fully or partly fund their own care, contribute towards the cost using a direct payment or personal budget?	Number	Scheme	W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	People	Quarterly	X	X	X	X	
Staff and Carers												
172	(According to CQC records) Is this service required by a condition of registration to have a registered manager at this location?	Pre-populated	Scheme	W2.2	Where required, is there a registered manager in post?	Staff and Carers	N/A	X	X	X	X	X
173	'(According to CQC records) Is there a Registered Manager currently in post at this location?'	Pre-populated	Scheme	W2.2	Where required, is there a registered manager in post?	Staff and Carers	N/A	X	X	X	X	X
174	According to our records your last manager left on:	Pre-populated	Scheme	W2.2	Where required, is there a registered manager in post?	Staff and Carers	N/A	X	X	X	X	X
175	If applicable, please tell us where you currently are in the process to appoint a new manager: Recruiting Appointed Waiting for person to commence role Waiting for DBS Manager application submitted Manager application accepted by CQC Waiting for CQC to process application Waiting for Fit Person Interview/Results of FPI Not applicable	Checkboxes	Scheme	w2.2	Where required, is there a registered manager in post?	Staff and Carers	Quarterly	X	X	X	X	X
268	How many visits required more than one carer?	Number		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
269	How many scheduled visits were missed in the last 28 days?	Number		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
271	How many hours of personal care did you provide in the 28 days?	Number		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
273	How many scheduled visits were 15 minutes duration or less in the past 28 days?	Number		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
275	How many staff do you employ on a 'zero hours' basis?	Number		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
277	Do you make separate payments to your care workers for their travel time?	Radios		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
279	Do you financially compensate workers for their travel time between home visits?	Radios		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
280	Do you pay your carers above the National Minimum Wage (for under 25s)	Radios		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
281	Do you pay your carers above the National Living Wage (for over 25s)	Radios		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
283	Do the people that commission services from you make a payment for the travel time of staff?	Radios		W2	Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	Staff and Carers	Quarterly	X				
176	Staff Departures / Shared Lives Workers and Shared Lives Carers Departures	Header	Scheme			Staff and Carers	Annually	X	X	X	X	X

177	For those staff who have left your service in the last 12 months, how many gave the following reasons for leaving? Pay Conditions of Employment Nature of the work Competition from other employers Transfer Personal reasons Career development Resignation for undisclosed reasons Retirement Dismissal Redundancy End of contract Death Other reason Reason Not Known	Number	Scheme	W4	How does the service continuously learn, improve, innovate and ensure sustainability?	Staff and Carers	Annually	X	X	X	X	X
Provision, Commissioning and Partnerships											
178	How do relationships between the service, GP and other relevant professionals work?	Text area	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Annually	X	X	X	X	X
179	Tell us which organisations commission care from you, and how many people they commission care for	Header	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Quarterly	X	X	X	X	X
175	Commissioning organisation	Text area	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Quarterly	X	X	X	X	X
176	Do you have a named person?	Radios	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Quarterly	X	X	X	X	X
177	Named Person	Text area	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Quarterly	X	X	X	X	X
184	Telephone number	Text area	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Quarterly	X	X	X	X	X
185	Email address	Text area	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Quarterly	X	X	X	X	X
186	Number of People	Number	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Quarterly	X	X	X	X	X

187	Please give details of the remaining organisations who are currently commissioning care from you in the box below.	Text area	Scheme	W5.1	How does the service work in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care? Does it do so in an open, honest and transparent way?	Provision, Commissioning and Partnerships	Quarterly	X	X	X	X	X
285	Shared Lives – Premises	Header		W2.4	Are all the relevant legal requirements understood and met, including CQC registration requirements, safety and public health related obligations , and the submission of notifications and other required information? Do managers understand recommendations by CQC, keep up to date with relevant changes, and communicate them to staff?	Provision, Commissioning and Partnerships	N/A				X	
286	Domiciliary care agencies - premises.	Header		W2.4	Are all the relevant legal requirements understood and met, including CQC registration requirements, safety and public health related obligations , and the submission of notifications and other required information? Do managers understand recommendations by CQC, keep up to date with relevant changes, and communicate them to staff?	Provision, Commissioning and Partnerships	N/A	X				
287	Do you use any 'satellite' offices that support carrying on the service managed from this location?	Radios		W2.4	Are all the relevant legal requirements understood and met, including CQC registration requirements, safety and public health related obligations , and the submission of notifications and other required information? Do managers understand recommendations by CQC, keep up to date with relevant changes, and communicate them to staff?	Provision, Commissioning and Partnerships	Quarterly	X		X		
288	Have you provided CQC with this information in your Statement of Purpose?	Radios		W2.4	Are all the relevant legal requirements understood and met, including CQC registration requirements, safety and public health related obligations , and the submission of notifications and other required information? Do managers understand recommendations by CQC, keep up to date with relevant changes, and communicate them to staff?	Provision, Commissioning and Partnerships	Quarterly	X		X		
289	Please supply the details of each of these additional offices: Address/Telephone Number	Text area		W2.4	Are all the relevant legal requirements understood and met, including CQC registration requirements, safety and public health related obligations , and the submission of notifications and other required information? Do managers understand recommendations by CQC, keep up to date with relevant changes, and communicate them to staff?	Provision, Commissioning and Partnerships	Quarterly			X		
290	Please give the address and telephone number of each 'satellite' office	Text area		W2.4	Are all the relevant legal requirements understood and met, including CQC registration requirements, safety and public health related obligations , and the submission of notifications and other required information? Do managers understand recommendations by CQC, keep up to date with relevant changes, and communicate them to staff?	Provision, Commissioning and Partnerships	Quarterly	X				
Quality Assurance and Risk Management												
197	When, as a result of an incident, service users have (a) died, (b) been otherwise injured, or (c) required clinical treatment to avoid those outcomes, are records kept of the notifications made to them - or to a person lawfully acting on their behalf - (including an account of that incident, further enquiries anticipated, and an apology)?	Radios	Scheme	W1.4	Does the service show honesty and transparency from all levels of staff and leadership following an incident? How is this shared with people using the service and their families in line with the duty of candour, and how does the service support them?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
198	Are copies kept of the written notifications which followed (setting out support provided, enquiries made and their results, and the apology)?	Radios	Scheme	W1.4	Does the service show honesty and transparency from all levels of staff and leadership following an incident? How is this shared with people using the service and their families in line with the duty of candour, and how does the service support them?	Quality Assurance and Risk Management	Quarterly	X	X	X	X	X
199	How do you work in partnership with other specialist services? (For example for people with dementia, EoLC, tissue viability, nutrition and reablement) Please provide specific anonymised examples of the benefits this has had.	Text area	Scheme	W5.2	Does the service share appropriate information and assessments with other relevant agencies for the benefit of people who use the service?	Provision, Commissioning and Partnerships	Annually	X	X		X	

ID	Question	Type	Scheme	Code	Guidance	Category	Frequency					
200	How do you integrate and maintain the service's relationship with the local community?	Text area	Scheme	W3.2	Are there strong links with the local community? How has the service strengthened community relationships beyond the key organisations?	Provision, Commissioning and Partnerships	Annually	X	X	X	X	X
201	In the last 12 months, please list any accreditation schemes and initiatives, and 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 and support provided to people who use your service.	Text area	Scheme	W4.3	How is success and innovation recognised, encouraged and implemented?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
202	Please outline any themes you have seen in the compliments you received in the last 12 months	Text area	Scheme	W4.4	How is information from investigations and compliments learned from and used to drive quality?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
203	How are you assuring yourself that your information systems are in line with the national standards?	Text area	Scheme	w2.8	How does the service assure itself that is has robust arrangements (including iternal and external validation) to ensure the security, availability, sharing and integrity of confidential data, and records and data management systems, in line with data security standards? Are lessons learned when there are data security breaches?	Quality Assurance and Risk Management	Annually	X	X	X		X
204	In the last 12 months how many quality assurance visits have you, or your representative, undertaken to places where care is provided by Shared Lives Carers to monitor your staff's care practice?	Number		W2.7	How does the service make sure that the approach to quality is integral and all staff are aware of potential risks that may compromise quality?	Quality Assurance and Risk Management	Annually			X		
301	In the last 12 months how many quality assurance visits have you, or your representative, undertaken to places where care is provided to monitor your staff's care practice?	Number	Scheme	W2.7	How does the service make sure that the approach to quality is integral and all staff are aware of potential risks that may compromise quality?	Quality Assurance and Risk Management	Annually	X	X			
205	Are records kept of these visits, and is feedback given to the staff member who identifies good practice or areas for improvement?	Radios	Scheme	W2.7	How does the service make sure that the approach to quality is integral and all staff are aware of potential risks that may compromise quality?	Quality Assurance and Risk Management	Annually	X	X	X		
206	How do you assure yourself about the quality of care practice?	Text area	Scheme	W4.2	How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?	Quality Assurance and Risk Management	Annually	X	X	X		
210	Shared Lives Scheme Panel	Header				Quality Assurance and Risk Management	N/A			X		
211	Does your scheme have a panel?	Radios		W4.2	How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?	Quality Assurance and Risk Management	Annually			X		
218	How many panel meetings have been held in the past 12 months	Number		W4.2	How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?	Quality Assurance and Risk Management	Annually			X		
219	How many Shared Lives Carers have been approved by panel in the past 12 months	Number		W2.6	Are there clear and transparent processes for staff to account for their decisions, actions, behaviours and performance?	Quality Assurance and Risk Management	Annually			X		
220	How many Shared Lives Carers have been de-approved by panel in the past 12 months?	Number		W2.6	Are there clear and transparent processes for staff to account for their decisions, actions, behaviours and performance?	Quality Assurance and Risk Management	Annually			X		
221	Describe how carers are assessed and approved.	Text area		W2.6	Are there clear and transparent processes for staff to account for their decisions, actions, behaviours and performance?	Quality Assurance and Risk Management	Annually			X		
222	What reasons have there been for the panel to remove carers' approval status?	Text area		W2.6	Are there clear and transparent processes for staff to account for their decisions, actions, behaviours and performance?	Quality Assurance and Risk Management	Annually			X		
223	How do you quality assure your scheme?	Text area		W4.5	How does the service measure and review the delivery of care, treatment and support against current guidance?	Quality Assurance and Risk Management	Annually			X		

207	Do you have more one location included in your conditions of registration?	Header	Scheme	W4.2	How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
208	In the last 12 months how many support visits to assess the quality of the care provision have been made to the service by senior managers and/or internal quality auditors not directly located at the service?	Number	Scheme	W4.2	How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?	Quality Assurance and Risk Management	Annually	X	X	X	X	X
209	Have these visits produced any reports or actions?	Radios	Scheme	W4.2	How effective are quality assurance, information and clinical governance systems in supporting and evaluating learning from current performance? How are they used to drive continuous improvement and manage future performance?	Quality Assurance and Risk Management	Annually	X	X	X	X	X