CQC QUESTIONS

EMERGENCY SUPPORT FRAMEWORK.

ASSESSMENT AREA 1

SAFE CARE AND TREATMENT

1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?
1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?
1.3 Was the environment suitable to containing an outbreak?
1.4 Were systems clear and accessible to staff service users and any visitors to the service.
1.5 Were medicines managed effectively?
1.6 Had risks management systems been able to support the assessment of both existing and COVID-19 related risks

ASSESSMENT AREA 2

STAFFING ARRANGEMENTS

2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?
2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?

ASSESSMENT AREA 3

PROTECTION FROM ABUSE

3.1 Were people using the service being protected from abuse, neglect and discrimination?
3.2 Had the provide been able to properly manage any safeguarding incidents or concerns during the pandemic.

ASSESSMENT AREA 4

ASSURANCE PROCESSES, MONITORING AND RISK MANAGEMENT

4.1 Had the provider been able to take action to protect the heath, safety and wellbeing of the staff?
4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care?
4.3 Is the provider able to support staff to raise concerns during the pandemic.
4.4 Had care and treatment provided to people being sufficiently recorded during the COVID-19 pandemic?
4.5 Had the provider been able to work effectively with system partners when care and treatment is commissioned, share or transferred?