

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?