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| **COMPLIANCE WITH FUNDAMENTAL STANDARDS** |

Fundamental Standards – the standard below which care must never fall

**HEALTH & SOCIAL CARE ACT 2008 (REGULATED ACTIVITIES) REGULATIONS 2014**

Regulations 9 to 20A

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| **PERSON CENTRED CARE (9)** |

**care and treatment must be appropriate and reflect service users’ needs and preferences.**

* we know our patients well
* e.g. CM - severe **Learning Disabilities + Down’s Syndrome**
* in best interests to have Covid Vaccine
* distressing for him
* so we considered how to manage most compassionately to minimise suffering
* booked him for Covid vaccine at Waddington when we knew our staff would be there
* Dr Hargreaves + Debbie W
* vaccinated him in his Mum’s car on car park

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| **DIGNITY & RESPECT (10)** |

**service users must be treated with dignity and respect.**

* fundamental bedrock of our everyday practice
* eg **Termination of Pregnancy** requests treated respectfully and with dignity regardless of our personal religious views

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| **NEED FOR CONSENT (11)** |

**treatment must only be provided with consent.**

* all treatments that have a degree of risk are consented by written consent
* all care only ever given with at least implied consent
* understanding of **capacity** important too
* eg patients DC and AA – students at local special school – Learning Disabilities
* **parents refusing Covid Vaccination**
* working through the legal protocols in close association with the safeguarding team
* I discussed with parents through Language Line and listened to concerns

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| **SAFE CARE & TREATMENT (12)** |

**care and treatment must be provided in a safe way.**

* safety concerns patients, their families, their carers and staff
* we were **one of the first surgeries in the country** to pioneer **remote oxygen saturation monitoring** when the Covid Pandemic began
* Pulse Oximeter handed over in car park > several benefits

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| **SAFEGUARDING FROM ABUSE (13)** |

**service users must be protected from abuse and improper treatment.**

* all clinicians attend **Safeguarding** updates according to requirements
* Dr Wilson is our **nominated Safeguarding Lead**
* **ensures excellence** when addressing Safeguarding issues
* eg ensuring that MARACs are usually responded to within one to two days
* contributing to Safeguarding reviews etc…

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| **NUTRITION & HYDRATION (14)** |

**service users nutritional and hydration needs must be met**

* **water dispensers** in reception
* kids get **chocolate bars** where appropriate eg after bloods
* patient AT – in Mental Health CRISIS last year – unsafe to be let out of building
* initially given biscuits
* eventually we took his order and went out and **bought him lunch** to bring back for him

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| **PREMISES & EQUIPMENT (15)** |

**all premises and equipment used must be clean, secure, suitable, and used properly.**

* Janet (NP) is **Infection Control Lead**
* in regular contact with infection control team at the CCG
* equipment is PAT **tested** yearly
* defibrillator **checked** **regularly** by nominated Practice nurse
* emergency trolley is checked monthly to ensure all meds in date, oxygen cylinder full and everything present

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| **COMPLAINTS (16)** |

**complaints must be appropriately investigated, and appropriate action taken in response.**

* Juliet is in regular contact with MDDUS
* follow NHS England’s complaints procedures
* provide full details to all patients re: contacting the NHS Ombudsman

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| **GOOD GOVERNANCE (17)** |

**systems and processes must be established to ensure compliance with the Fundamental Standards.**

* There are **documents** detailing everything we do:
* Standard Operating Procedures & policies
* **Significant Events** meetings
* Staff **recruitment**
* Staff **induction**
* Staff **appraisals**

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| **STAFFING (18)** |

**enough suitably qualified, competent, skilled, and experienced staff must be deployed**.

* we have a full complement of staff, many with us for many years
* nursing vacancy has just arisen – in process of recruiting now

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| **FIT & PROPER STAFF (19)** |

**persons employed must be of good character, have the necessary qualifications, skills, and experience, and be able to perform the work for which they are employed.**

* face-to-face interviews to ensure high calibre
* sometimes multiple interviews
* probation period
* appropriate vetting to make certain qualifications
* references
* DBS checks

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| **DUTY OF CANDOUR (20)** |

**registered persons must be open and transparent with service users about their care and treatment (the duty of candour).**

* always completely open
* full disclosure of any mistakes

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| **DISPLAY OF PERFORMANCE ASSETS (20A)** |

* CQC ratings are displayed in the building for patients and visitors to see
* We are exploring how to display them on our website