

Provider Information Collection (PIC) questions¹

October 2018

SAFE

- What are the arrangements in place to monitor and ensure the service you provide is safe?
- 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?
- How many people are currently receiving support with regulated activities as defined by the health and social care act from your service?
- How many people are currently nursed or cared for in bed?
- How many people in total are currently employed at this service?
- How many full time equivalent posts are employed at this service?
- How many people who are directly employed deliver regulated activities at this service as part of their daily duties?
- Of the staff who deliver regulated activities at your service:
 - How many registered nurses do you employ
 - How many currently full time
 - How many are part time
 - How many are volunteers
 - How many students are currently on placement at the service
 - How many people are currently on apprenticeship at the service
 - How many hours of care have agency staff provided in the past 28 days
 - How many people have started working with your service in the last 12 months
 - How many of your staff have been employed for less than 12 weeks
 - How many staff have left your service in past 12 months
 - How many staff vacancies do you have
 - 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?
 - How many beds does your service currently have for those receiving regulated activities

¹ Many thanks to Naomi Scott, Quality Assurance Support Sussex, for providing the questions

- Have you had any safety-related concerns about the premises or equipment in it over the past 12 months
- Do you administer medicines
- Do you use enteral feeding to administer medicines?
- Do you ever administer medicines covertly?
- How many medicine recording errors have there been in the past 12 months?
- How many medicine administration errors have there been in past 12 months
- Do you currently administer controlled drugs?
- How many deaths notified to CQC in the past 12 months were followed by an inquest
- How many deaths notified to CQC in the past 12 months were there of people subject to an authorisation to deprive them of their liberty from a supervisory body or court of protection (only)?
- 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

EFFECTIVE

- What are the arrangements in place to monitor and ensure the service you provide is effective
- 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 more effective and how will these make a difference to people using the service? Please provide specific examples
- which of the following dependencies do you currently support?
 - Asks people with dementia / MH/ detained under MH act / sensory impairment (other categories may also come up)
- how many temporary admissions have there been in the past 12 months that have not been made permanent
- how many admissions for respite have your service made in the past 12 months
- of the people who are currently using your service (restriction and deprivation of liberty)
- how many people have restraints or restrictions in their care plans
- how many incidents or restrain have you recorded at your service in the past 12 months
- 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
- 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

- how many people are subject to an authorisation under the deprivation of liberty safeguards
- how many people are the subject of an order made by the court of protection
- do staff and people who use the service share a first language that is not English
- how do you ensure staff understand human rights principles (fairness, respect, equality, dignity and autonomy) and the relevant this has on the way in which staff support people (both people who use services and staff)
- of the staff employed to deliver regulated activities at this service:
- how many of your current staff have completed the care certificate
- how many of your permanent staff have achieved a level 2 qualification or above? For example this could be NVQ or diploma
- what training courses are your staff required to attend to ensure they have the skills and knowledge required to support people who use the service
- what impact has this had on the experience and outcomes for people who use your service?
- How many of your care staff have a named person that provide them with regular 1-1 supervision
- 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
- Does your service provide rehabilitation or reablement?
- Is your service able to provide packages for people with a health crisis within 24hrs to prevent unnecessary admission to hospital?
- What arrangements are made for GP contact during a respite admission
- Do you have policies and procedures to help you meet the requirements of the Mental Capacity Act 2005?
- Are you confident that your staff understand and carry out their responsibilities in accordance with the policies and procedures?
- What do you do to make sure your service keeps up to date with good practice?
- How many of the people who use your service are assessed to be at risk of malnutrition and dehydration
- How do you assess people to be at risk of malnutrition and dehydration?
- How many of the people who use your service need a specialist diet?

CARING

- What are the arrangements in place to monitor and ensure the service you provide is caring
- 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 more caring and how will these make a difference to people using the service
Please provide specific examples

- Do people who use your service have any specific communication needs or preferences
- What are the visiting arrangements for relatives and friends
- Are there any restrictions or special arrangements on friends or relatives visiting people who use the service and if so, why?

RESPONSIVE

- What are the arrangements in place to monitor and ensure the service you provide is responsive?
- 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 more responsive and how will these make a difference to people using the service? Please provide specific examples
- Of the people who are currently using your service:
- How many people have current and complete do not attempt resuscitation (DNAR) forms / agreement in place?
- How many people have made a valid advance decision to refuse treatment (ADRT) that may affect how you care for them
- How many people have a care plan in place that sets out their advanced care preferences?
- Are the advanced care preferences shared with GP and ambulance services?
- In the past 12 months, please state whether you have carried out an specific work to ensure or improve care quality for people in relation to the following equality characteristics:
 - Age
 - Gender
 - Religion and belief
- What specific work have you undertaken in the past 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
- 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?
- How do you ensure people receive person centred care that respects their privacy and dignity and understand the needs of all protected characteristics? Please provide anonymised examples
- 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 whose needs relate to a disability, impairment or sensory loss

- How many people have you served notice on to leave the service in the last 12 months
- In the past 12 months, how many complaints were made about your service that were managed under your complaints procedure?
- Of the complaints made in the past 12 months that were managed under your complaint procedure, how many were made within 28 days?
- Of the complaints made in the past 12 months that were managed under your complaints procedure how many were resolved?
- 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?
- Of the complaints that were resolved, how many were resolved within 28 days of the complaint being made?
- Please outline any themes you have seen in the complaints you received in the past 12 months and what you have changed to improve your service as a result of this feedback?

WELL LED

- What are the arrangements in place to monitor and ensure the service you provide is well-led?
- 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 better well led and how will these make a difference to people using the service? Please provide specific examples
- Payment for the care you provide:
- Of the people who currently use your service, how many fully fund their own care?
- How many of the people who currently use your service are fully funded by the NHS?
- How many of the people who currently use your service top up their funding by the NHS?
- How many of the people who currently use your service are fully funded by a local authority?
- How many of the people who currently use your service top up their funding by the local authority?
- How many of the people who currently use your service are jointly funded by NHS and local authority?
- If known, How many of the 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?

- Is this service required by a condition of registration to have a registered manager at this location?
- Is there a registered manager currently in post at this location?
- If applicable, please tell us where you currently are in the process to appoint a new manager
- For those staff who have left your service in the past 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, reason not known, other
- How do relationships between the service, GP and other relevant professionals work?
- Tell us which organisations commission care from you, and how many people they commission care for
- 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 enquires anticipated, and an apology)
- Are copies kept of the written notifications which followed (setting out support, enquiries made and their results, and the apology?)
- How do you work in partnership with other specialist services (for example for people with dementia, EoLC, TVN, nutrition and reablement?)
- How do you integrate and maintain the services relationship with the local community?
- In the past 12 months, please list any accreditation schemes and initiatives, and associations or memberships you have been 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
- Please outline any themes you have seen in the compliments you received in the last 12 months
- How are you assuring yourself that your information systems are in line with the national standards?
- Do you have more than one location included in your conditions of registration.