

# C16 Care Quality Commission (CQC) Reporting

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	X	✓	X	✓	X	✓

## POLICY

To ensure all employees comply with the Essential Standards of Quality and Safety laid down by the Health and Social Care Act 2008 for registered services only.

## PROCEDURE

1. Refer to the CQC guidance about Essential Standards of Quality and Safety. This document details the framework that is designed to ensure people who use services are protected and receive the care, treatment and support they need. This is available from the CQC website.
2. There are statutory notifications which must be completed by registered managers. Examples such as:
  - Abuse or allegation involving people who use the service.
  - Events that prevent or threaten the provider to carry on regulated activities.
  - Incidents reported or investigated by the police.For the full list of notifications, see the CQC website.
3. Please note that when reporting service user / staff incidents use a coding system such as room number or staff personal number.
4. It is the responsibility of the registered manager / service manager to ensure the correct form is completed. Attention should be paid to giving as much relevant information as possible to give a clear understanding of the situation.
5. The form must be emailed to CQC and it must be saved and filed on the individual's personal file.

Where the CQC portal is being used a reference number will be provided once it has been submitted. The submission will remain on the portal for audit trail purposes if required.

6. A copy of the written notification must be sent to the service manager giving details of the individual involved.
7. Death of a person using the service – This must be emailed to CQC and the operations manager within 48hours of the death occurring.

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