

Standards for CQC Registered Providers



Safeguarding	<ul style="list-style-type: none">✓ To have a Safeguarding Policy that is compliant with the Pan London Safeguarding Protocol and the London Borough of Richmond upon Thames' Safeguarding Policy✓ To provide a safeguarding leaflet to all new customers, their families and carers and provide continue to provide the leaflet once a year thereafter
Dementia alliance	<ul style="list-style-type: none">✓ To sign up to the Richmond Dementia Action Alliance as a member organisation and support the London Borough of Richmond upon Thames Council to create a dementia friendly borough
Prices of services	<ul style="list-style-type: none">✓ To provide clear information on the price of services to all new customers, their families and carers and to publish these prices on CarePlace✓ To give a minimum of one month's notice on any intention to increase prices of services
Self-regulation	<ul style="list-style-type: none">✓ To carry out robust internal audit checks and share your findings with the London Borough of Richmond upon Thames' Quality Assurance team one a year
User feedback	<ul style="list-style-type: none">✓ To carry out surveys of all customers, their families and carers at least once a year and publish the findings including any changes and improvements to services as a result
Whistleblowing	<ul style="list-style-type: none">✓ To have a Whistleblowing Policy that includes contacts details of the London Borough of Richmond upon Thames' Quality Assurance team and has been publicised
Complaints Procedure	<ul style="list-style-type: none">✓ To have a clear, transparent Complaints Procedure including timeframes for responses and to provide information about where customers can seek redress if their complaint cannot be resolved
CarePlace profile	<ul style="list-style-type: none">✓ To keep a detailed service profile updated on CarePlace and review the information at least six monthly✓ Care homes to provide a weekly update of bed vacancies
Annual assurance	<ul style="list-style-type: none">✓ To review own compliance with these standards annually and confirm to the London Borough of Richmond upon Thames' Quality Assurance team

Valid at July 2015