



Core Standard	Assessment	Lead Director
<p>minimise risks to health and safety of staff, patients, the public and the safety of the environment</p>		
<p><b>C5</b> Healthcare organisations ensure that:</p> <ul style="list-style-type: none"> <li>a) they conform to national Institute for Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care</li> <li>b) clinical care and treatment are carried out under supervision and leadership</li> <li>c) clinicians continuously update skills and techniques relevant to their clinical work</li> <li>d) clinicians participate in regular clinical audit and reviews of clinical services</li> </ul>	<p><b>Compliant</b></p> <p><b>Compliant</b></p> <p><b>Compliant</b></p> <p><b>Compliant</b></p>	<p>Acting Director of Nursing/Medical Director Director of HR</p>
<p><b>C6</b> Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met</p>	<p><b>Compliant</b></p>	<p>CEO/Director of Operations</p>
<p><b>C7</b> Healthcare organisations:</p> <ul style="list-style-type: none"> <li>a) apply the principles of sound clinical and corporate governance</li> <li>b) actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources</li> <li>c) undertake systematic risk assessment and risk management</li> <li>d) ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources</li> <li>e) challenge discrimination, promote equality and respect human rights</li> <li>f) meet the existing performance requirements</li> </ul>	<p><b>Compliant</b></p> <p><b>Compliant</b></p> <p><b>Compliant</b></p> <p><b>Measured through the use of resources assessment</b></p> <p><b>Compliant</b></p> <p><b>Measured through the existing targets assessment</b></p>	<p>CEO/Director of Finance/ Director of HR/Acting Director of Nursing</p>
<p><b>C8</b> Healthcare organisations support their staff through:</p> <ul style="list-style-type: none"> <li>a) having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have detrimental effect on patient care or on the delivery of services</li> <li>b) organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate under-representation of minority groups</li> </ul>	<p><b>Compliant</b></p> <p><b>Compliant</b></p>	<p>Director of HR</p>

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<p><b>C9</b> Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required</p> <p><i>(Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts)</i></p>	<b>Compliant</b>	Director of IM&T
<p><b>C10</b> Healthcare organisations:</p> <p>a) undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies <i>(Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts)</i></p> <p>b) require that all employed professionals abide by the relevant published codes of professional practice</p>	<b>Compliant</b>  <b>Compliant</b>	Director of HR
<p><b>C11</b> Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare:</p> <p>a) are appropriately recruited, trained and qualified for the work they undertake</p> <p>b) participate in mandatory training programmes <i>(Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts)</i></p> <p>c) participate in further professional and occupational development commensurate with their work throughout their working lives</p>	<b>Compliant</b>  <b>Compliant</b>  <b>Compliant</b>	Director of HR/Acting Director of Nursing
<p><b>C12</b> Healthcare organisations which either lead or participate in research have systems in place to ensure the principles and requirements of the research governance framework are consistently applied.</p>	<b>Compliant</b>	Director of Research
<p><b>C13</b> Healthcare organisations have systems in place to ensure that:</p> <p>a) staff treat patients, their relatives and carers with dignity and respect</p> <p>b) appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information</p> <p>c) staff treat patient information confidentially, except where authorised by legislation to the contrary</p>	<b>Compliant</b>  <b>Non-Compliant</b>  <b>Compliant</b>	Acting Director of Nursing/Medical Director
<p><b>C14</b> Healthcare organisations have systems in place to ensure that patients, their relatives and carers:</p>		

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<p>a) have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services <i>(Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts)</i></p> <p>b) are not discriminated against when complaints are made</p> <p>c) are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery <i>(Adequate levels of assurance for this standard can be provided by level 2 and above of the NHSLA's Risk Management Standards for Acute Trusts)</i></p>	<p><b>Compliant</b></p> <p><b>Compliant</b></p> <p><b>Compliant</b></p>	<p>Acting Director of Nursing/Medical Director</p>
<p><b>C15</b> Where food is provided, healthcare organisations have systems in place to ensure that:</p> <p>a) patients are provided with a choice and that it is prepared safely and provides a balanced diet <i>(Adequate levels of assurance can be provided by an outcome of "excellent" for "food" for each relevant site from Patient Environment Action Teams' 2008)</i></p> <p>b) patients individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day <i>(Adequate levels of assurance can be provided by an outcome of "excellent" for "food" for each relevant site from Patient Environment Action Teams' 2008)</i></p>	<p><b>Compliant</b></p> <p><b>Compliant</b></p>	<p>Director of Estates</p>
<p><b>C16</b> Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients of what to expect during treatment, care and after care</p>	<p><b>Compliant</b></p>	<p>Acting Director of Nursing/Director of Estates</p>
<p><b>C17</b> The view of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services</p>	<p><b>Compliant</b></p>	<p>Acting Director of Nursing/Director of Operations</p>
<p><b>C18</b> Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably</p>	<p><b>Compliant</b></p>	<p>Director of Operations</p>
<p><b>C19</b> Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access the services within national expectations on access to services</p>	<p><b>Measured under the existing targets and new national target assessments</b></p>	<p>Director of Operations</p>

