



MANAGEMENT FOR
QUALITY IN
HEALTHCARE SERVICES

CARE HOMES - PEOPLE WITH DRUG & ALCOHOL MISUSE PROBLEMS

Market - UK

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Form Title / Description
No:

2. QUALITY ASSURANCE MANAGEMENT

- 14-2-01 Log of Visits by External Authorities
- 14-2-02 Incident & Action Log
- 14-2-03 Service User Questionnaire
- 14-2-04 Advocate & Relatives' Questionnaire
- 14-2-05 Complaint Record
- 14-2-06 Complaints Log
- 14-2-07 Staff / Management Review Meetings (*Minutes & Action Plan structure*)
- 14-2-08 Staff Questionnaire
- 14-2-09 Disability Needs Assessment - *Inclusion Checklist*