

Part C: SELF-ASSESSMENT CHECKLIST DOCUMENTS:
System Structure:

Module 1 BUSINESS MANAGEMENT:

- 1.1 MANAGEMENT POLICIES
- 1.2 GENERAL ADMINISTRATION
- 1.3 ORGANISATION OF STAFF
- 1.4 STAFF RECRUITMENT & TRAINING
- 1.5 STAFF SUPPORT & DEVELOPMENT
- 1.6 RECORD-KEEPING, DATA PROTECTION & CONFIDENTIALITY

Module 2 CONTINUOUS QUALITY IMPROVEMENT:

- 2.1 STANDARDS & REGULATIONS
- 2.2 THE INTERNAL PAPERWORK SYSTEM
- 2.3 FEEDBACK ON SERVICE QUALITY

Module 3 LOOKING AFTER THE SERVICE USER:

- 3.1 SERVICE USER INTRODUCTION & ASSESSMENT
- 3.2 THE SERVICE USER'S CARE PLAN
- 3.3 HEALTH & MEDICAL CARE
- 3.4 DIETARY CARE & FEEDING
- 3.5 DOMESTIC TASKS
- 3.6 SOCIAL & PERSONAL NEEDS
- 3.7 EMOTIONAL & SPIRITUAL NEEDS
- 3.8 SPECIALIST NURSING CARE
- 3.9 END-OF-LIFE CARE

Module 4 HEALTH & SAFETY MANAGEMENT:

- 4.1 OCCUPATIONAL HEALTH & SAFETY
- 4.2 STAFF VULNERABILITY & DUTY OF CARE
- 4.3 SAFETY & HYGIENE IN THE SERVICE USER'S ENVIRONMENT
- 4.4 SAFEGUARDING THE SERVICE USER
- 4.5 DISRUPTIONS TO THE SERVICE