



**QUALITY SELF-ASSESSMENT
PROGRAMME**

2 QUALITY SYSTEMS MANAGEMENT

2.3 THE INTERNAL PAPERWORK SYSTEM

CARE HOMES - PEOPLE WITH MENTAL HEALTH DISORDERS

Elements addressed:

Page 2-3/1

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- The Quality Manual
- Policies & Procedures
- Record Forms, Logs & Books
- Job Specifications
- Information Leaflets
- Service Users' & Staff Handbooks
- Systems for Document Control (Paperwork)
- Systems for Control of Electronic Files

OUTCOMES TO BE ACHIEVED:

A comprehensive and cross-referenced set of Manuals, Internal Publications, Policies, Procedures, Record Forms and Job Specifications which, when implemented, allow Quality Outcomes and Objectives to be realised.

#	Performance Indicator / Standard	SCORE	Evidence
1	There is a controlled documented Quality System consisting of publications, manuals, policies, procedures, forms, charts and Job Specifications.		
2	The Quality System shows how all these documents are all related in a simple structure.		
3	There is a formal Quality Manual which meets the regulatory requirements.		
4	Where appropriate, the Quality Manual meets requirements for Certification to the ISO 9001 : 2000 Quality Standard.		
5	There is a master index or list of all policies and procedures used within the Home.		
6	There is an index or master list of all forms used for recording data, and examples of each are included in the "controlled document" system.		
7	This index of forms also includes an index of hard-bound record BOOKS used in the Home for recording data.		
8	There is a Job Specification incorporating an Employee Specification, Job Description and Training Plan for each Job Position referenced on the Organisation Chart.		
9	This includes the Registered Manager.		
10	The Home's Brochure / Information Leaflets or Packs, and master copies of any advertisements for the Care Service are included in the "controlled document" system.		
11	The Brochure / Information Leaflets or Packs, and any other advertising leaflets are regularly reviewed to ensure that they remain up-to-date and valid.		
12	Where copies of actual policies and procedures are contained within the Staff / Service User Handbooks, these are "controlled documents" for purposes of traceability and up-date.		
13	Staff / Service User Handbooks are subject to regular review and up-date. Records are kept of these reviews.		
14	The "controlled document" system exists as a simple method of numbering, dating, issue numbering and authorising all documents for use within the Home.		
15	Each document (policy, procedure etc) is assigned a unique number for ease of identity, control and traceability.		
16	A record form be traced back to the policy or procedure that refers to it.		
17	Hard-bound record books (e.g. Complaints Log etc) are traceable to the policy or procedure that refer to them.		

