

## **Healthwatch Liverpool Enter and View Report (GP)**

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## **Section 1: Introduction to Healthwatch Liverpool Enter and Views - Powers to Enter and View Services**

Healthwatch Liverpool was established under The Health and Social Care Act 2012 and came into being in April 2013. Healthwatch Liverpool is the successor organization to Liverpool Local Involvement Network (LINK), and will carry forward the functions of LINK retaining the powers to scrutinize and Enter and View health and social care services, along with carrying out additional functions and exercising additional powers.

The aim of Healthwatch Liverpool is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch Liverpool enables people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well, and where they can be improved.

Healthwatch Liverpool is able to alert Healthwatch England to concerns about specific care providers.

Healthwatch Liverpool provides people with information about their choices and what to do when things go wrong; this includes signposting people to the relevant provider, and supporting individuals who want to complain about NHS services.

Healthwatch Liverpool provides authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.

In order to enable Healthwatch Liverpool to gather the information it needs about services, there are times when it is appropriate for Healthwatch Staff and Volunteers to see and hear for themselves how those services are provided. That is why the Government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorized Healthwatch representatives to enter premises that service providers own or control to observe the nature and quality of those services. Healthwatch Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch Liverpool to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch Enter and View participants are not required to have any prior in-depth knowledge about a service before they Enter and View it. Their role is simply to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report. The Enter and View Report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The reports may also make recommendations for commissioners, regulators or for Healthwatch to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and

appropriate regulatory agencies for their rectification. The Enter and View visits are triggered exclusively by feedback from the public unless stated otherwise.

In the context of the duty to allow entry, the organisations or persons concerned are:

- NHS Trusts, NHS Foundation Trusts
- Primary Care Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or NHS Trusts, Primary Care Trusts or Strategic Health Authorities to provide care services.

#### **Section 2: Basic Details about the Service visited**

Name of the Service that was Entered and Viewed: **Oak Vale Medical Centre**  
Address: **The Fiveways Centre**  
**215 Childwall Road**  
**Liverpool**  
**L15 6UT**

#### **Section 3: General profile of the service that was Entered and Viewed**

Oak Vale MC has around 6,000 registered patients and 6 permanent GP's (four whole time equivalents) plus a fluctuating number of GP registrars, 3 permanent Nursing staff and 12 non clinical staff.

Opening Hours : 8.00am - 6.30pm Monday to Friday ( ex. Bank Holidays and closed 12.30 - 1.30pm Wednesdays ) Although they have appointment system but they have recently changed to a system called "Triage" in which when patient rings in the morning for appointment the receptionists will take the name and pass this to the Doctor who in turn rings back the patient to discuss his/her needs. If there is a need for patient to come to the surgery this will then be arranged.

Late night appointments available 6.30 - 8.00 pm Wednesdays for general surgery appointments but they do offer other services such as clinics for Asthma, COPD, Chronic Heart Disease (CHD), Diabetes, Epilepsy, services for over 75s, Vaccination and others.

#### **Section 4: Basic Details about the visit**

The Date of the Enter and View Visit: 9<sup>th</sup> July 2013

The Time of the Enter and View Visit: 10.00am - 12.00 noon

Names of the members of the Healthwatch Enter and View Team that undertook the visit:

Dorcus Akeju, OBE	Healthwatch authorized Enter and View Participant.
Dr Eric Toke-	Healthwatch Enter and View Participant.
Marie Wheldon	Healthwatch Enter and View Participant.

The type of Enter and View Visit undertaken:

Standard unannounced visit

Announced Visit

If the visit was announced, why this was the case:

It was announced according to the policy and recommendation by Healthwatch England.

#### Section 5: The reason for the Enter and View Visit

To verify service user feedback

Responding to a request from a services regulator or commissioner

Responding to a request from the service provider

Other

If other was ticked, the following states the reason for the visit:

The reason was the Practice scored below 2 in the "Rate our Service" process.

#### Section 6: The Methodology of the Healthwatch Liverpool Enter and View Visit

The visit is not designed to be a full inspection, audit or an investigation of the service, rather it is an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and talking to staff and service users. Healthwatch Liverpool seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation.

The rectification of less serious issues may be directly with the service provider.

The Healthwatch Liverpool Enter and View Team rated aspects of the services that they viewed in the following way:

Star Rating Poor = 1  
 Star Rating Fair = 2  
 Star Rating Average = 3  
 Star Rating Good = 4  
 Star Rating Excellent = 5

If at any stage it is not possible to rate against a particular aspect of a service then, 'Not Rated' is entered, and an explanatory comment is entered in the relevant section ( Please note that 'Not Rated' is not used here as an evaluative expression. It simply indicates the absence of a rating). The Healthwatch Liverpool Enter and View Team are given the option to comment or make a recommendation immediately below the ratings. If the Enter and View Team chooses not to comment this should not be taken as a negative or a positive indication regarding relevant aspects of the service.

## Section 7: Ratings and Comments

7a.

Rating and comments regarding the Exterior of the premises visited						
Parking	1	2	3x	4	5	Not rated
Physical Access	1	2	3x	4	5	Not rated
Upkeep of grounds	1	2	3	4	5x	xNot rated
Upkeep of building's exterior	1	2	3	4	5x	Not rated
Hygiene, cleanliness	1	2	3	4	5x	Not rated
Exterior General Rating	1	2	3	4	5x	Not rated
<b>General comments:</b>						
<p>Oak Vale Medical Centre ( OVMC )which is situated at busy round about for traffic going to motorway is not signed sufficiently from approach in all directions and it was difficult to determine that the building housed medical services unless you were at the main entrance; from approach by public transport or car it was unclear that OVMC was located at the site.</p> <p>Once on site, a small sign did confirm where OVMC was located, but again this was a small sign which could be easily missed by someone visiting for the first time. This issue was compounded by the building being multi- purpose, for example, housing the local library.</p> <p>The car park at the site was almost full upon arrival despite there being few patients in attendance; we were informed that the car park is frequently used by people who are not attending OVMC but who are using other facilities on site and other local amenities. The car park had some debris around the outer edges.</p> <p>Location and number of disabled car park bays were satisfactory .</p> <p>Access to the site from public transport was adequate, however patients using public transport could be better serviced by having a pedestrian crossing near to the main entrance on Childwall Road.</p> <p>The upkeep of the exterior and grounds were acceptable</p> <p>Exterior general rating = 3 (average) due to the lack of signage for OVMC from all approaches, the limited signage for OVMC on site and the overcrowded car park .</p>						
<b>Recommendations:</b>						
<p>Clear signage that Oak Vale MC is located at the site from all directions.</p> <p>Pedestrian Crossing required near main entrance on Childwall Road</p>						

Measures to be undertaken to reduce inappropriate use of car park by public.

7b.

Rating and comments regarding the <b>Reception</b> at the premises visited						
Information	1	2	3x	4	5	Not rated
Décor	1	2	3	4	5x	Not rated
Freedom from obstructions and hazards	1	2	3	4	5x	Not rated
Hygiene, cleanliness	1	2	3	4	5x	Not rated
Reception General Rating	1	2	3	4x	5	Not rated
<b>General comments:</b> As a new building, the reception area was modern, clean and free from hazards with good decoration. Patients attending for bloods are required to attend the first floor and can sometimes spend time waiting to be seen at reception to be told they are need to go to the first floor; this occurred on our visit. Staff were welcoming to those in attendance						
<b>Recommendations:</b> Improved internal signage or service on 1 <sup>st</sup> floor.						

7c.

Rating and comments regarding the <b>Corridors, Lifts and Stairways</b>						
Physical Access	1	2	3	4	5 x	Not rated
Décor	1	2	3	4	5 x	Not rated
Freedom from obstructions and hazards	1	2	3	4	5x	Not rated
Hygiene, cleanliness	1	2	3	4	5 x	Not rated
Corridors, Lifts and Stairways General Rating	1	2	3	4	5 x	Not rated
<b>General comments:</b> Overall the corridors, lifts and stairways were well maintained, clean and unobstructed. The corridor to consultation rooms can appear stark and clinical which some members of the public could find unwelcoming.						
<b>Recommendations:</b> Inclusion of pictures along corridors to consultation rooms would improve patient experience.						

7d.

Rating and comments regarding the <b>Waiting Room</b>						
Physical Access	1	2	3	4	5x	Not rated
Décor	1	2	3	4	5x	Not rated
Freedom from obstructions and hazards	1	2	3	4	5x	Not rated
Hygiene, cleanliness	1	2	3	4	5x	Not rated
Waiting room General Rating	1	2	3	4X	5	Not rated
<b>General comments:</b> Information on the OVMC side of the waiting area was limited with only two						

small areas for displaying useful information.

All information seen on the day of the visit was in English Language and was a mix between health based literature and community services, campaigns or notices. It was suggested to the Practice Manager that comment on their information sheet about making information available in other common languages such as French, Chinese, Arabic will be useful.

**Recommendations:**

Have additional notice boards in the reception area  
 Have notices informing patients that information can be provided in alternative formats and languages if required.  
 Improve layout and categorisation of display areas to make information easier to locate for patients waiting.

7e.

Rating and comments regarding the Treatment Room(s) (if applicable)						
Physical Access	1	2	3	4	5x	Not rated
Décor	1	2	3	4	5x	Not rated
Freedom from obstructions and hazards	1	2	3	4	5x	Not rated
Hygiene, cleanliness	1	2	3	4	5x	Not rated
Treatment room General Rating	1	2	3x	4	5	Not rated
<b>General comments:</b>						
<p>We could not rate the treatment rooms as they were upstairs but the Doctor's rooms are also used for treatment. Good size treatment rooms were available however the extreme heat made the interviews uncomfortable for all involved. Ventilation was poor and the use of a fan was noisy and made couch roll blow / unsecured papers blow etc...Patient have to walk down the corridors where the GPs are to see them. If they need a special treatment then they are referred to the Practice Nurses.</p> <p>Despite having a window, ventilation was poor and the noise from traffic on the major road into the City passing the window was unacceptable. We did not notice the signage to the treatment rooms upstairs</p>						
<b>Recommendations:</b>						
Air conditioning is essential in treatment rooms and probably a couple of paintings to the wall on the corridor.						

7f.

Rating and comments regarding the Toilet Facilities						
Physical Access	1	2	3	4	5x	Not rated
Décor	1	2	3	4	5x	Not rated
Freedom from obstructions and hazards	1	2	3	4	5x	Not rated
Hygiene, cleanliness	1	2	3	4	5x	Not rated
<b>General comments:</b>						
Very modern clean and well supplied						
<b>Recommendations:</b>						
None						

7g.

<b>Patient/ Service user feedback</b> where obtainable 1						
'We would like you to think about your experience during this visit'						
How likely are you to recommend this service to friends and family if they needed similar care or treatment?						
Extremely Likely 5 Likely 4 Neither Likely or Unlikely 3 Unlikely 2 Extremely Unlikely 1	1	2	3	4	5x	Not rated
"Please can you tell us the main reason for the score you have given?"						
Staff attitude	1	2	3	4	5x	Not rated
Hygiene, cleanliness	1	2	3	4	5x	Not rated
Access by public transport	1	2x	3	4	5	Not rated
Repeat prescriptions service	1	2	3	4	5x	Not rated
Dignity in treatment, care	1	2	3	4	5x	Not rated
Ease of booking appointment	1	2	3	4	5x	Not rated
Advice re condition, treatment	1	2x	3	4	5	Not rated
Booking in system	1	2	3	4	5x	Not rated
Appointment punctuality	1	2x	3	4	5	Not rated
Accessibility of information	1	2	3	4	5x	Not rated
Respect for equality, diversity	1x	2	3	4	5	Not rated
<b>Patient/ Service user feedback</b>	1	2	3	4	5	
<b>General Rating 4</b>						
<b>General comments:</b> There were no patients in the waiting room when we arrived. We asked the Practice Manager about the surgery being quiet and she explained the Triage system						
<b>Patients comment</b> 'I Really like the other facilities being in there, like the library but it's a bit awkward for us who have moved to here from the other surgery'						
The patient felt that access to the surgery from public transport could be improved and appointment punctuality could be improved. Patient rating for advice re condition was based on length of time taken for diagnosis to be made of her condition. Rating for equality and diversity was based on the accessibility by public transport point raised above.						
Patient would recommend surgery to friends and family						
<b>Recommendations:</b> None						

7h.

<b>Patient/ Service user feedback</b> where obtainable 2						
'We would like you to think about your experience during this visit'						
How likely are you to recommend this service to friends and family if they needed similar care or treatment?						
Extremely Likely 5	1	2	3	4	5	Not rated

Likely 4 Neither Likely or Unlikely 3 Unlikely 2 Extremely Unlikely 1	
“Please can you tell us the main reason for the score you have given?”	
Staff attitude	1 2 3 4 5 <b>Not rated</b>
Hygiene, cleanliness	1 2 3 4 <b>5x</b> Not rated
Access by public transport	1 2 <b>3x</b> 4 5 Not rated
Repeat prescriptions service	1 2 3 4 <b>5x</b> Not rated
Dignity in treatment, care	1 2 3 4 <b>5x</b> Not rated
Ease of booking appointment	1 2 3 4 <b>5x</b> Not rated
Advice re condition, treatment	1 2 3 4 5 <b>Not rated</b>
Booking in system	1 2 3 <b>4x</b> 5 Not rated
Appointment punctuality	1 2 3 4 <b>5x</b> Not rated
Accessibility of information	1 2 3 4 <b>5x</b> Not rated
Respect for equality, diversity	1 2 3 4 5 <b>Not rated</b>
<b>Patient/ Service user feedback</b>	<b>1 2 3 4 5</b>
<b>General Rating</b>	
General comments: Due to the Triage appointment system very few patients were at the Surgery while we were there. I spoke to a gentleman who had only come for repeat prescription and blood test. He said the Phlebotomy service only runs from 8.30 to 12.30 and if you are working as a patient you will not be able to attend. He suggested having an evening session will be good as the next surgery for evening service is Kensington-? Old Swan which is difficult to get to. He said he walked down to the Centre because it easier for him. <b>The Phlebotomy service is not part of Oakvale and they have no control over this though feedback will be passed to service providers.</b>	
<b>Recommendations:</b> Explore the possibility of having at least one evening phlebotomy service.	

7i.

<b>General Questions for the Management</b>
Staff attitude? Informed that staff are always polite to patients
Hygiene, cleanliness? Happy with the general cleanliness
Access by public transport? Concerned about this as there is no pedestrian directly to the Centre.
Repeat prescriptions service? System was explained to us and patients are reviewed every 6 months.
Dignity in treatment, care?- Dr reassured us that all patients are treated as individuals and they have review meetings everyday.
Ease of booking appointment?- Triage system is new but seems to be working.
Advice re: condition, treatment?-Doctors take patience to explain conditions to patients.
Booking in system?-Patients have to enter their sex and date of birth on the computer system when they get to surgery alternatively they can provide the receptionist with their name.
Appointment punctuality?-Usually 10-15mins unless there is problem. If Dr is running late the patients will be told.

Accessibility of information?-limited as OVMC is not allowed to put boards on the wall. No evidence of statement to provide information about the centre in different language.

Respect for equality, diversity?-all patients are treated with courtesy.

**General comments:**

**Staff**

Staff were very welcoming open and candid with their discussions. All staff spoken to reported good levels of continuous personal development opportunities, good communication across structure and a supportive team. The main training room for staff has no internet access nor wifi facilities which were highlighted by staff as compromising the quality of the training. We cannot rate staff attitude as such but we noticed they did speak in a nice manner when they approached the reception.

**Environment/Physical Access/Decor**

The building where OVMC is based, the Fiveways Centre, is quite new, well maintained, clean and welcoming. Staff reported a number of local buses that passed the centre indicating good accessibility by public transport, however, this was highlighted by patient feedback on the day as being an area of concern. There is another Family Practitioner Centre and the Library

**Repeat prescription service**

A repeat prescription service is available and staff made it clear that repeats undergo a process of checking to ensure patients are monitored, for example, there is a maximum period of repeat prescriptions for patients with high blood pressure and there is a maximum period allowed to lapse before readings are required to allow for further repeat prescriptions to be issued. The staff said it is a bit awkward for them because they had to move from other surgery. The library has got a shelf full of magazines along the Medical centres and that area could be use for Centre's information.

**Appointment System**

OVMC had relatively recently introduced a new appointment system referred to as triage : between 8am and 11am patients call the surgery and have their name placed on a list for the doctors to call ( the heaviest workload was estimated to be around 250 names across three doctors in any one day ). The doctors will telephone all those on the list, make routine appointments where necessary and arrange for same day appointments for those assessed as requiring face to face contact. All staff and patients spoken to on the day reported this system worked very well. Doctor Monica reported this increase the workload of doctors in terms of telephone consultations however, this was balanced by reduced risk to patients who may have serious complaints. For example, under the old same day appointment system a high risk patient could telephone and be unable to have an appointment because low or medium risk patients had been allocated the available appointments. The triage system gives the doctors the opportunity to ask relevant questions of the patient and assess their condition.

Appointment punctuality was raised by a patient that we spoke to and staff agreed that sometimes appointments over run though a full evaluation of how

the new triage system has run may flag this.

One patient that we spoke to raised the issue of times for taking routine bloods; it was suggested that the times were not convenient for people working.

### Equality & Diversity

With respect to equality and diversity, the physical environment at the centre clearly accommodates for those with additional needs. The information available was only in English which could exclude people for whom this is not their first language and also those with limited literacy. Patients have access to both male and female doctors.

### Patient engagement

The centre has a Patient Participation Group which is constituted and meets regularly. This group which originally numbered 30 and has around 16 / 18 regular attendees, was consulted on the proposed changes to the appointment system demonstrating a clear valuing of patient input. No information was provided to the demographics of the group which would be useful in terms of linking engagement with equality and diversity.

The website of OVMC was discussed and the minutes of meeting will be made available. No other platform for patient engagement is currently in place (e.g. on line forums, social media etc.)

### Recommendations:

- Internet connection/Wifi available in staff training/meeting room to improve quality of information and also to allow staff to be more effective in their job especially when GP wants to have interactive meeting with a group of patients.
- Include appointment punctuality in the evaluation of the triage system.
- Have a sign stating information available in other formats.
- Utilise the television to provide information to patients who have literacy limitations.
- Signage on how to get to OVMC and should be made obvious from all directions so that if someone has not been before.
- Have a sign stating information available in other formats.

### Section 8: Collated scoring

Hygiene, cleanliness General Rating	1	2	3	4	5x	Not rated
Physical Access General Rating	1	2x	3	4	5	Not rated
Freedom from obstructions and hazards General Rating	1	2	3	4	5x	Not rated
Information General Rating	1	2	3x	4	5	Not rated
Décor General Rating	1	2	3	4	5x	Not rated
7a. Exterior General Rating	1	2	3	4	5x	Not rated
7b. Reception General Rating	1	2	3	4x	5	Not rated
7c. Corridors, Lifts and Stairways General Rating	1	2	3	4	5x	Not rated
7d. Waiting Room General Rating	1	2	3x	4	5	Not rated

7e. Treatment Room General rating	1	2	3	4	5	<b>Not rated</b>
Doctor's room	1	<b>2x</b>	3	4	5	Not rated
Upstair's treatment room	1	2	3	4	5	<b>Not rated</b>

**Section 9: Collated comments:**

OVMC is a modern well maintained building will highly motivated and welcoming staff. Signage specific to OVMC being located within the Fiveways centre is a matter requiring urgent attention.

A very effective system of triage exists for the appointment system and this could be replicated across other centres after considering the evaluation due shortly.

Patient access could be improved by a pedestrian crossing on Childwall Road. Location and number of disabled car park bays were satisfactory  
The room temperature in treatment rooms was unacceptably high.  
Good engagement with patients and consultation on proposed changes.

**Section 10: Collated Recommendations**

The Healthwatch Liverpool Enter and View Team considered how likely they would be to recommend this service to friends and family if they needed similar care or treatment. Their judgment was based on their experiences during this visit. The Healthwatch Liverpool Enter and View Team judged that:

- OVMC is a modern well maintained building that is highly motivational and welcoming staff. Signage specific to OVMC being located within the Fiveways centre is a matter requiring urgent attention.
- A very effective system of triage exists for the appointment system and this could be replicated across other centres after considering the evaluation due shortly.
- Patient access could be improved by a pedestrian crossing on Childwall Road.
- Location and number of disabled car park bays were satisfactory
- The room temperature in treatment rooms was unacceptably high.
- Good engagement with patients and consultation on proposed changes.

However, the team agreed that they would recommend this surgery to family and friends.

**Section 11: Safeguarding**

Were there any safeguarding concerns identified during the enter and view visit  
**No**

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

If any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as the Enter and View visit.

## Section 12: Contact Details

### *Healthwatch Liverpool Scrutiny*

*151 Dale St*

*Liverpool*

*L2 2AH*

*Main Number: 0151 227 5177 on prompt add extension number 3255 for direct contact*

*Fax: 0151 237 3998*

*Textphone: 0151 237 3999*

*Group email* [healthwatchliverpool@lcvs.org.uk](mailto:healthwatchliverpool@lcvs.org.uk)

*Website* [www.healthwatchliverpool.co.uk](http://www.healthwatchliverpool.co.uk)

## Appendix A

Supplementary information used by Healthwatch Enter and View Participants.

# CQC The essential standards 2012

The essential standards of quality and safety are central to our work in regulating health and adult social care. Each of the standards has an associated outcome that we expect all people who use services to experience as a result of the care they receive.

The standards relate to the 28 regulations contained in the legislation governing our work. When we check providers' compliance with the essential standards, we focus on one or more of the 16 that most directly relate to the quality and safety of care. Providers must have evidence that they meet these outcomes.

These 16 standards are outlined below.

### **Outcome 1: Respecting and involving people who use services**

People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run.

### **Outcome 2: Consent to care and treatment**

Before people are given any examination, care, treatment or support, they should be asked if they agree to it.

### **Outcome 4: Care and welfare of people who use services**

People should get safe and appropriate care that meets their needs and supports their rights.

### **Outcome 5: Meeting nutritional needs**

Food and drink should meet people's individual dietary needs.

### **Outcome 6: Cooperating with other providers**

People should get safe and coordinated care when they move between different services.

**Outcome 7: Safeguarding people who use services from abuse**

People should be protected from abuse and staff should respect their human rights.

**Outcome 8: Cleanliness and infection control**

People should be cared for in a clean environment and protected from the risk of infection.

**Outcome 9: Management of medicines**

People should be given the medicines they need when they need them, and in a safe way.

**Outcome 10: Safety and suitability of premises**

People should be cared for in safe and accessible surroundings that support their health and welfare.

**Outcome 11: Safety, availability and suitability of equipment**

People should be safe from harm from unsafe or unsuitable equipment.

**Outcome 12: Requirements relating to workers**

People should be cared for by staff who are properly qualified and able to do their job.

**Outcome 13: Staffing**

There should be enough members of staff to keep people safe and meet their health and welfare needs.

**Outcome 14: Supporting workers**

Staff should be properly trained and supervised, and have the chance to develop and improve their skills.

**Outcome 16: Assessing and monitoring the quality of service provision**

The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care.

**Outcome 17: Complaints**

People should have their complaints listened to and acted on properly.

**Outcome 21: Records**

People's personal records, including medical records, should be accurate and kept safe and confidential.

The other 12 regulations relate more to the routine day-to-day management of a service. The information we receive on these helps us to check that the service is being run responsibly. We will make checks where concerns are raised over these standards.