

Care Quality Commission core standard	Whittington declaration 2009/10
<b>First domain: safety</b>	
<b>C1</b> healthcare organisations protect patients through systems that:	
<b>a)</b> identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents	Compliant
<b>b)</b> ensure that patient safety notices, alerts and other communications concerning patient safety, which require action, are acted upon within required timescales	Compliant
<b>C2</b> healthcare organisations protect children by following national child protection guidance within their own activities and in their dealings with other organisations	Compliant
<b>C3</b> healthcare organisations protect patients by following National Institute for Health and Clinical Excellence (NICE) interventional procedures and guidance	Compliant
<b>C4</b> healthcare organisations keep patients, staff and visitors safe by having systems to ensure that:	
<b>a)</b> <i>the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in MRSA</i>	<i>no declaration required</i>
<b>b)</b> all risks associated with the acquisition and use of medical devices are minimised	Compliant
<b>c)</b> <i>all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed</i>	<i>no declaration required</i>
<b>d)</b> all medicines are handled safely and securely	Compliant
<b>e)</b> the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment	Compliant
<b>Second domain: Clinical and cost effectiveness</b>	
<b>C5</b> healthcare organisations ensure that:	
<b>a)</b> they conform to National Institute for Health and Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care	Compliant
<b>b)</b> clinical care and treatment are carried out under supervision and leadership	Compliant
<b>c)</b> clinicians continuously update skills and techniques relevant to their clinical work	Compliant
<b>d)</b> clinicians participate in regular clinical audit and reviews of clinical services	Compliant
<b>C6</b> healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met	Compliant
<b>Third domain: Governance</b>	
<b>C7</b> healthcare organisations:	
<b>a)</b> apply the principles of sound clinical and corporate governance	Compliant
<b>b)</b> actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources	Compliant
<b>c)</b> undertake systematic risk assessment and risk management	Compliant
<b>d)</b> ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources	<i>Measured through ALE</i>

e) challenge discrimination, promote equality and respect human rights	Compliant
f) meet the existing performance requirements	<i>Measured through national targets assessment</i>
<b>C8</b> healthcare organisations support their staff through:	
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 a detrimental effect on patient care or on the delivery of services	Compliant
b) organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups	Compliant
<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 services the purpose it was collected for and disposes of the information appropriately when no longer required.	Compliant
<b>C10</b> healthcare organisations:	
a) undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies	<b>Not met</b> but compliant by 30.11.09
b) require that all employed professionals abide by relevant published codes of professional practice	Compliant
<b>C11</b> healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare:	
a) are appropriately recruited, trained and qualified for the work they undertake	Compliant
b) participate in mandatory training programmes	Compliant
c) participate in further professional and occupational development commensurate with their work throughout their working lives	Compliant
<b>C12</b> healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied	Compliant
<b>Fourth domain: patient focus</b>	
<b>C13</b> healthcare organisations have systems in place to ensure that:	
a) staff treat patients, their relatives and carers with dignity and respect	Compliant
b) appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information	Compliant
c) treat patient information confidentially, except where authorised by legislation to the contrary	Compliant
<b>C14</b> healthcare organisations have systems in place to ensure that patients, their relatives and carers:	
a) have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services	Compliant
b) are not discriminated against when complaints are made	Compliant
c) are assured that the organisation acts appropriately on any concerns and where appropriate, make changes to ensure improvements in service delivery	Compliant
<b>C15</b> where food is provided healthcare organisations have systems in place to ensure that:	
a) patients are provided with a choice and that it is prepared safely and	Compliant

provides a balanced diet	
<b>b)</b> patients' individual nutritional, personal and clinical, dietary requirements are met, including where necessary help with feeding and access to food 24 hours a day	Compliant
<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 on what to expect during treatment, care and after care.	Compliant
<b>Fifth domain: Accessible and responsive care</b>	
<b>C17</b> the views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services	Compliant
<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	Compliant
<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 services within national expectations on access to services	<i>Measured under national targets assessment</i>
<b>Sixth domain: care environment and amenities</b>	
<b>C20</b> healthcare services are provided in environments which promote effective care and optimise health outcomes by being:	
<b>a)</b> a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation	Compliant
<b>b)</b> supportive of patient privacy and confidentiality	Compliant
<b>C21</b> healthcare services are provided in environments, which promote effective care and optimise health outcomes by being well designed and well maintained, with cleanliness levels in clinical, and non-clinical areas that meet the national specification for clean NHS premises	Compliant
<b>Seventh domain: Public health</b>	
<b>C22</b> healthcare organisations promote, protect and demonstrably improve the health of the community service, and narrow health inequalities by:	
<b>a)</b> cooperating with each other and with local authorities and other organisations	Compliant
<b>b)</b> ensuring that the local Director of Public Health's annual report informs their policies and practices	Compliant
<b>c)</b> making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships	Compliant
<b>C23</b> healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections	Compliant
<b>C24</b> healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services	Compliant