



# Care Quality Commission (CQC) Inspection Checklist

Clearfield Medical Center / Acute Wards for Adults of Working Age / 16 May 2023

Complete

Score	<b>52.78%</b>	Flagged items	<b>17</b>	Actions	<b>1</b>
<b>Site conducted</b>					Unanswered
<b>Health/Social Care Facility</b>					Clearfield Medical Center
<b>Location</b>					New Jersey, USA (40.0583238, -74.4056612)
<b>Health/Social Care Service</b>					Acute Wards for Adults of Working Age
<b>Head of Assurance, Compliance &amp; Quality</b>					Nicolette Cendana
<b>Conducted on</b>					16.05.2023 07:00 PST

**Flagged items & Actions**

17 flagged, 1 action

**Flagged items**

17 flagged, 1 action

CQC Inspection Checklist / Safe

**Do systems, processes and practices protect people from abuse, neglect, harassment, and breaches of their dignity and respect? Are these monitored and improved?**

No

Monitored, but not yet improved

CQC Inspection Checklist / Safe

**Is safety promoted in recruitment practice, arrangements to support staff, disciplinary procedures, and ongoing checks?**

No

Not as much in ongoing checks

CQC Inspection Checklist / Safe

**Do the design, maintenance and use of facilities and premises keep people safe?**

No



Photo 2

CQC Inspection Checklist / Safe

**Are risks to people assessed, and their safety monitored and managed so they are supported to stay safe?**

No

Assessed but not consistently monitored, needs to be updated

CQC Inspection Checklist / Safe

**Are staffing levels and skill mix planned and reviewed so that people receive safe care and treatment at all times and staff do not work excessive hours?**

No



Photo 3

CQC Inspection Checklist / Safe

**Do actual staffing levels and skill mix compare with the planned levels? Is cover provided for staff absence?**

No



Photo 4

CQC Inspection Checklist / Safe

**Are comprehensive risk assessments carried out for people who use services and risk management plans developed in line with national guidance? Are risks managed positively?**

No

To Do | Assignee SafetyCulture Staff | Priority Low | Due 23.05.2023 07:17 PST | Created by SafetyCulture Staff

Create risk management plans.

CQC Inspection Checklist / Safe

**Do staff identify and respond appropriately to changing risks to people, including deteriorating health and wellbeing, medical emergencies or behaviour that challenges?**

No



Photo 5

CQC Inspection Checklist / Safe

**Is the impact on safety assessed and monitored when carrying out changes to the service or the staff?**

No

Monitored, but not correctly assessed

CQC Inspection Checklist / Safe

**Do staff have all the information they need to deliver safe care and treatment to people?**

No

CQC Inspection Checklist / Safe

**Is all the information needed to deliver safe care and treatment available to relevant staff in a timely and accessible way?**

No

CQC Inspection Checklist / Safe

**When people move between teams, services and organisations (which may include at referral, discharge, transfer and transition), is all the information needed for their ongoing care shared appropriately, in a timely way and in line**

No

with relevant protocols?

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CQC Inspection Checklist / Safe

**Are medicines and medicines-related stationery managed (that is, ordered, transported, stored and disposed of safely and securely)? (This includes medical gases and emergency medicines and equipment.)**

No

CQC Inspection Checklist / Safe

**Are people's medicines regularly reviewed including the use of 'when required' medicines?**

No

Not reviewed regularly

CQC Inspection Checklist / Safe

**Does the service make sure that people's behaviour is not controlled by excessive or inappropriate use of medicines?**

No

CQC Inspection Checklist / Safe

**Is the learning from lessons shared to make sure that action is taken to improve safety? Do staff participate in and learn from reviews and investigations by other services and organisations?**

No



Photo 7

CQC Inspection Checklist / Safe

**Are the arrangements to respond to relevant external safety alerts, recalls, inquiries, investigations or reviews effective?**

No

**Other actions**

0 actions

## CQC Inspection Checklist

17 flagged, 1 action, 52.78%

This is only a sample report from a section of the CQC inspection checklist by SafetyCulture.

## Safe

17 flagged, 1 action, 52.78%

**Do systems, processes and practices keep people safe and safeguarded from abuse?**

Yes

**Are safety and safeguarding systems, processes and practices developed, implemented and communicated to staff?**

Yes

**Do systems, processes and practices protect people from abuse, neglect, harassment, and breaches of their dignity and respect? Are these monitored and improved?**

No

Monitored, but not yet improved

**Are people protected from discrimination, which might amount to abuse or cause psychological harm? (This includes harassment and discrimination in relation to protected characteristics under the Equality Act.)**

Yes

**Is safety promoted in recruitment practice, arrangements to support staff, disciplinary procedures, and ongoing checks?**

No

Not as much in ongoing checks

**Do staff receive effective training in safety systems, processes and practices?**

Yes



Photo 1

**Do staff understand their responsibilities and adhere to safeguarding policies and procedures, including working in partnership with other agencies?**

Yes

**Do staff identify adults and children at risk of, or suffering, significant harm?**

Yes

**Do the design, maintenance and use of facilities and premises keep people safe?**

No



Photo 2

**Are risks to people assessed, and their safety monitored and managed so they are supported to stay safe?**

No

Assessed but not consistently monitored, needs to be updated

**Are staffing levels and skill mix planned and reviewed so that people receive safe care and treatment at all times and staff do not work excessive hours?**

No



Photo 3

**Do actual staffing levels and skill mix compare with the planned levels? Is cover provided for staff absence?**

No



Photo 4

**Do arrangements for using bank, agency and locum staff keep people safe at all times?**

Yes

**Are comprehensive risk assessments carried out for people who use services and risk management plans developed in line with national guidance? Are risks managed positively?**

No

To Do | Assignee SafetyCulture Staff | Priority Low | Due 23.05.2023 07:17 PST | Created by SafetyCulture Staff

Create risk management plans.

**Do staff identify and respond appropriately to changing risks to people, including deteriorating health and wellbeing, medical emergencies or behaviour that challenges?**

No



Photo 5

**Is the impact on safety assessed and monitored when carrying out changes to the service or the staff?**

No

Monitored, but not correctly assessed

**Do staff have all the information they need to deliver safe care and treatment to people?**

No

**Are people's individual care records, including clinical data, written and managed in a way that keeps people safe?**

Yes

**Is all the information needed to deliver safe care and treatment available to relevant staff in a timely and accessible way?**

No

**When people move between teams, services and organisations (which may include at referral, discharge, transfer and transition), is all the information needed for their ongoing care shared appropriately, in a timely way and in line with relevant protocols?**

No

**Do the systems that manage information about people who use services support staff, carers and partner agencies to deliver safe care and treatment?**

Yes

**Does the provider ensure the proper and safe use of medicines, where the service is responsible?**

Yes

**Are medicines and medicines-related stationery managed (that is, ordered, transported, stored and disposed of safely and securely)? (This includes medical gases and emergency medicines and equipment.)**

No

**Are medicines appropriately prescribed, administered and/or supplied to people in line with the relevant legislation, current national guidance or best available evidence?**

Yes

**Do people receive specific advice about their medicines in line with current national guidance or evidence?**

Yes

**Does the service make sure that people receive their medicines as intended, and is this recorded appropriately?**

Yes



Photo 6

**Are people's medicines reconciled in line with current national guidance when transferring between locations or changing levels of care?**

Yes

**Are people receiving appropriate therapeutic drug and physical health monitoring with appropriate follow-up in**

Yes

**accordance with current national guidance or evidence?**

**Are people's medicines regularly reviewed including the use of 'when required' medicines?**

No

Not reviewed regularly

**Does the service make sure that people's behaviour is not controlled by excessive or inappropriate use of medicines?**

No

**What is the track record on safety?**

Our hospital-associated infection rates increased, so our housekeeping practices in acute wards need to improve. Routine cleaning should emphasize on high-touch surfaces and terminal cleaning should be performed effectively.

**What is the safety performance over time?**

We started out great, but over time, we have lacked in monitoring data consistently. This made it more difficult for us to see where we need to improve.

**How does safety performance compare with other similar services?**

Current safety performance requires a lot of improvement, especially in performing assessments correctly and monitoring data consistently.

**How well is safety monitored using information from a range of sources (including performance against safety goals where appropriate)?**

Not so well, we need a better safety management system like SafetyCulture to help us achieve our safety goals.

**Are lessons learned and improvements made when things go wrong?**

Yes

**Do staff understand their responsibilities to raise concerns, to record safety incidents, concerns and near misses, and to report them internally and externally, where appropriate?**

Yes

**Are the arrangements for reviewing and investigating safety and safeguarding incidents and events when things go wrong? Are all relevant staff, services, partner organisations and people who use services involved in reviews and investigations?**

Yes

**Are lessons learned and themes identified, and is action taken as a result of investigations when things go wrong?**

Yes

**Is the learning from lessons shared to make sure that action is taken to improve safety? Do staff participate in and learn from reviews and investigations by other services and organisations?**

No





Photo 7

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**Are the arrangements to respond to relevant external safety alerts, recalls, inquiries, investigations or reviews effective?**

No

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## Completion

### Additional Observations

In order to get outstanding ratings, we need to provide safer care by consistently monitoring risk assessments and improving our safety management system with SafetyCulture.

### Head of Assurance, Compliance & Quality

Nicolette Cendana  
16.05.2023 07:19 PST

## Media summary



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5



Photo 6



Photo 7