



Care Quality Commission (CQC) Inspection Checklist

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

Complete

Score	19 / 36 (52.78%)	Flagged items	17	Actions	1
Site conducted	Unanswered				
Health/Social Care Facility	Clearfield Medical Center				
Location	New Jersey, USA (40.0583238, -74.4056612)				
Health/Social Care Service	Acute Wards for Adults of Working Age				
Head of Assurance, Compliance & Quality	Nicolette Cendana				
Conducted on	16 May 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 May 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?



Photo 5

No

CQC Inspection Checklist / Safe

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

Monitored, but not correctly assessed

No

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 with relevant protocols?

No

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?

Not reviewed regularly

No

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, 19 / 36 (52.78%)

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

Safe

17 flagged, 1 action, 19 / 36 (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 May 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 accordance with current national guidance or evidence?	Yes
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

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

No

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

A handwritten signature in black ink, appearing to be 'Nicolette Cendana', with a horizontal line extending to the left.

Nicolette Cendana
16 May 2023 07:19 PST

Media summary



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5

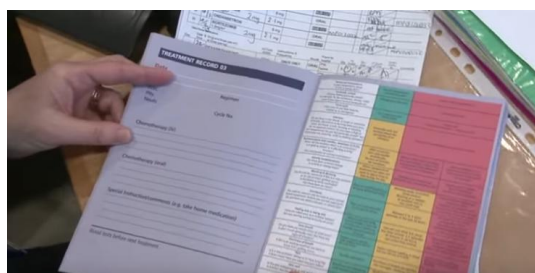


Photo 6



Photo 7