

CQC clinical trigger

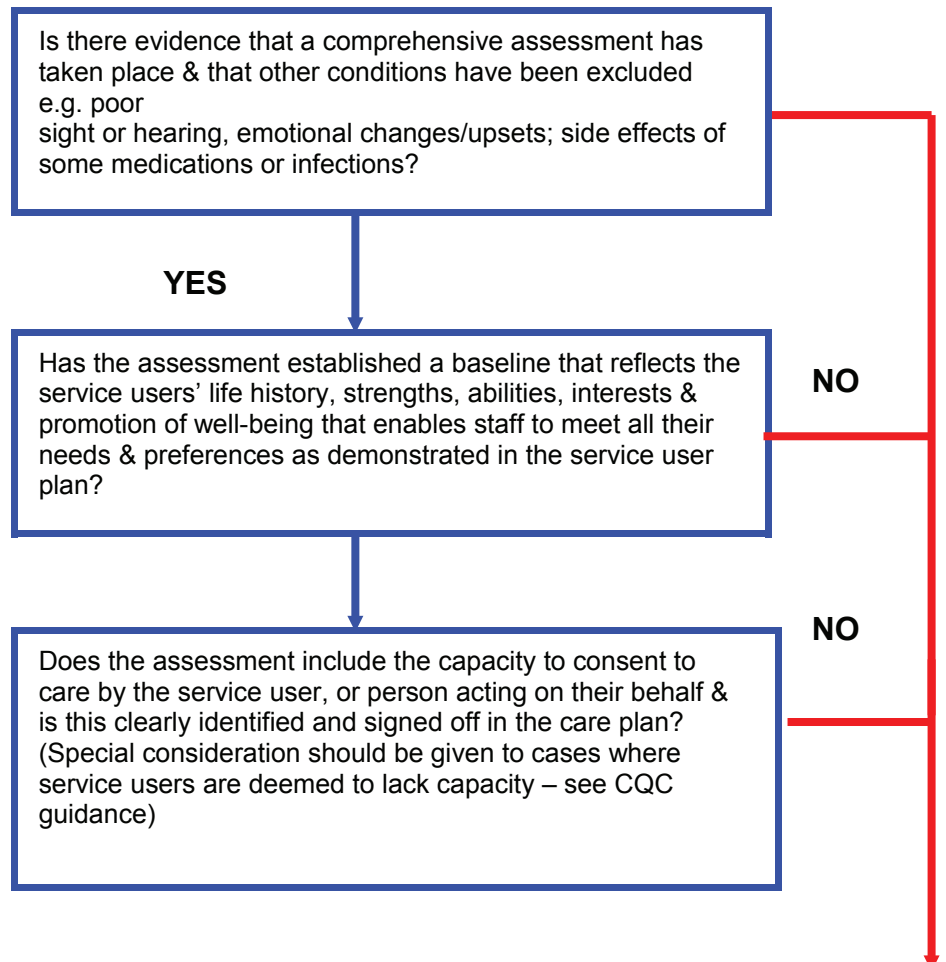
Management of dementia care – older people

The CQC policy guidance ‘Making judgements about the quality of services for people with dementia’ in care homes should be referred to when using this clinical trigger. This guidance can be found under Policy and Methodology/ Inspection approach and documentation/ Stakeholder engagement.

Relevant hyperlinks

- <http://www.doh.gov.uk> (for NSF older people using search)
- <http://www.sign.ac.uk/guidelines/published/index.html>
- <http://www.nice.org.uk> (search for our guidance, mental health)
- www.nemhdu.org.uk
- <http://www.rcn.org.uk>

Needs Assessment



YES



Has the impact of the environment been reflected in the assessment i.e. high levels of visual access, age appropriate fixtures & fittings, clearly visible & signed toilet doors, increased lighting, individualised personal space & a quiet atmosphere without TV or radio? (REF NMS OP 22)

NO

Provider to assess & seek advice from a relevant professional as necessary

YES

Has the impact of the social environment been reflected in the assessment i.e. is the service user at risk of marginalisation & exclusion (what is the nature of the service users' relationship with others, staff, family etc)?

NO

Standard 7
Service User Plan

Is there evidence that appropriate guidance has been considered i.e. Dept of Health?

NO

YES

Does the care plan detail the service users' holistic care and support needs, including promotion of feelings of well-being, with evidence of a regular review including maintenance of strengths & abilities, changes, monitoring & evaluation of outcomes?

NO

Provider to review care plans & seek professional advice as appropriate

YES

Is there evidence of a medication review by a doctor/pharmacist/nurse at least twice annually?

NO

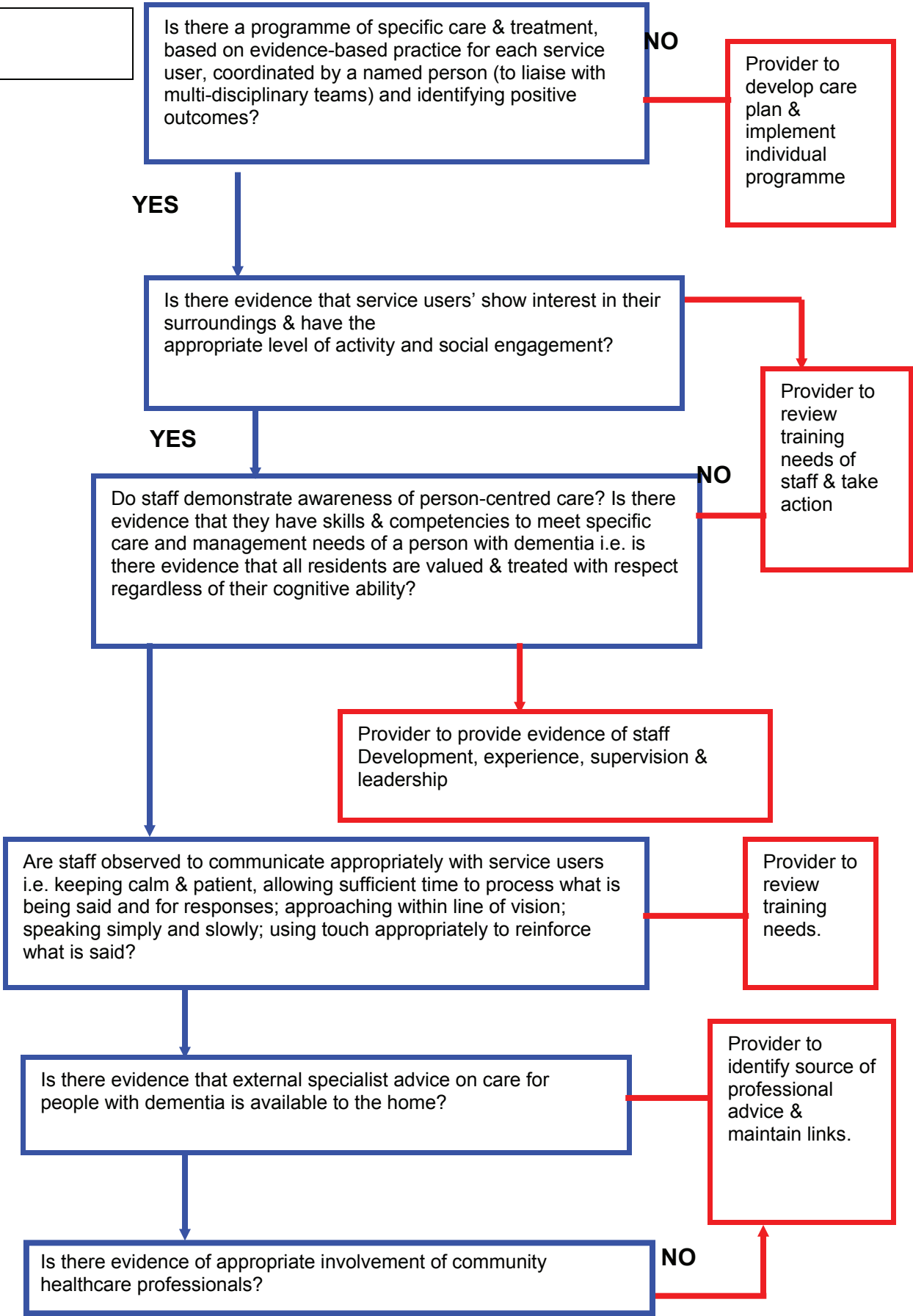
YES

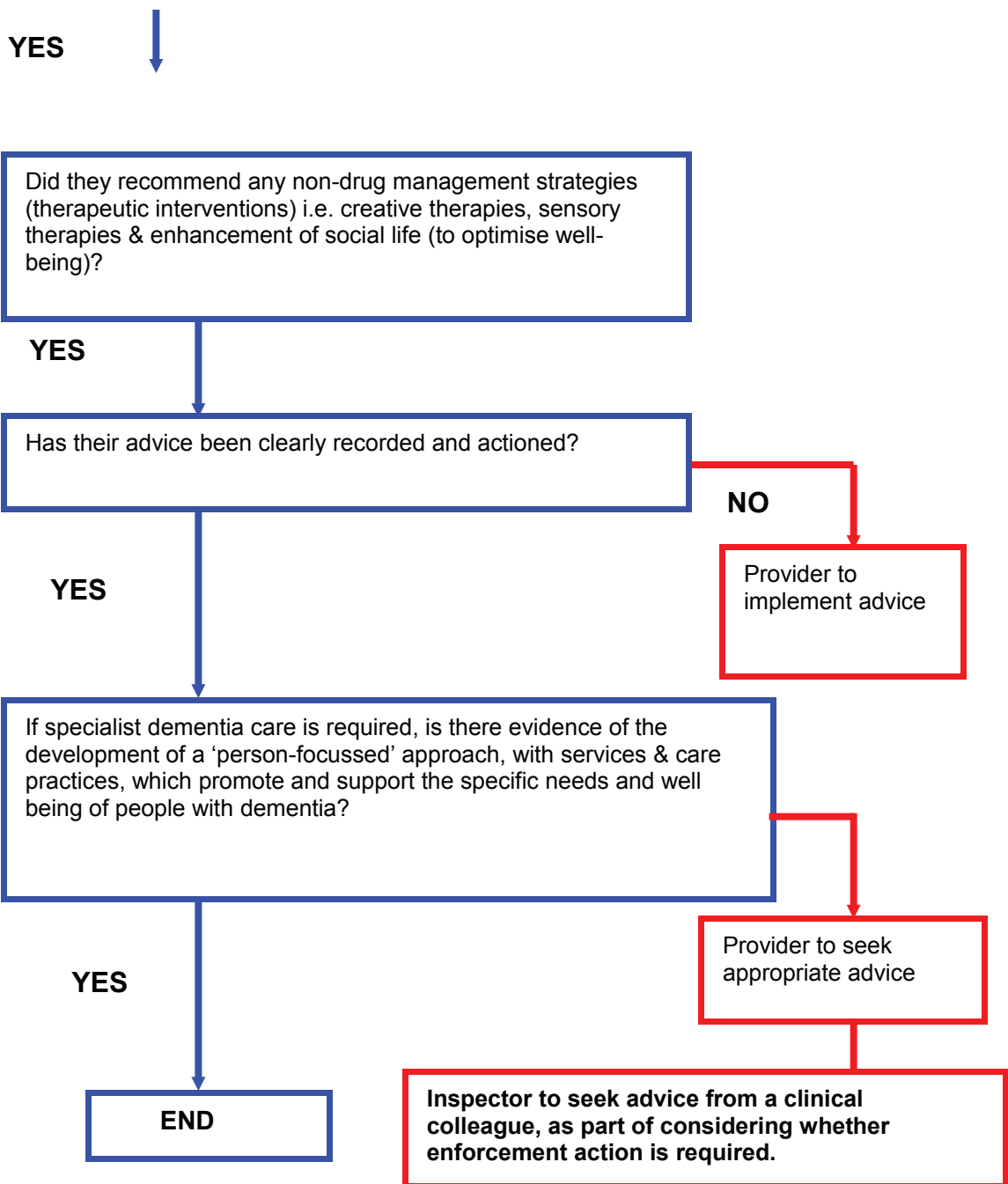
Are there a high proportion of service users prescribed medications, which modifies behaviour, including medicines that will sedate them?

YES

Provider to provide evidence of staffing levels, to ensure enough care staff to employ non-pharmacological means to modify behaviour, rather than using drug therapy (NMS OP 27)

**Standard 8
Healthcare**





NB People with dementia have increased prevalence to falls. If this is evident the Clinical Trigger for the Prevention and Management of Falls should be referred to.
 FOR ADVICE ON PHARMACY MATTERS REFER TO A PHARMACY ADVISOR