

# Appendix 2: Regulations most relevant to assessment of providers

Health and Social Care Act 2008 (Regulated activities) Regulations 2014:

ABBREVIATED COMMENTS ONLY.

**Regulation 9: Person centred care** – Care and treatment must be appropriate, meet their needs and reflect their preferences.

**Regulation 10: Dignity and respect** – Privacy, autonomy, independence and protected characteristics.

**Regulation 11: Need for consent** – Care and treatment of service users must only be provided with the consent of the relevant person (unless they lack capacity to do so).

**Regulation 12: Safe care and treatment** – Assessing risks to health and safety of service users; mitigating risks; ensuring competence of staff; premises; equipment; medicines; infection prevention and control; care planning for transfers of care.

**Regulation 13: Safeguarding service users from abuse and improper treatment:** Systems and processes; restraint; not depriving liberty without lawful authorisation.

**Regulation 14: Meeting nutritional and hydration needs**

**Regulation 15: Premises and equipment** – (Clean, secure, suitable, properly used and maintained, appropriately located).

**Regulation 16: Receiving and acting on complaints.**

**Regulation 17: Good governance** – Systems and processes to assess, monitor and improve the quality and safety of the services provided; mitigate risks; maintain records of service users.

**Regulation 18: Staffing** – Sufficient numbers of suitably qualified, competent, skilled and experienced person; support, training and development for staff; staff meeting professional standards.

**Regulation 19: Fit and proper persons employed** – Persons of good character; qualifications, competence, skills and experience; able to perform the tasks required (subject to reasonable adjustments).

**Regulation 20: Duty of candour** – A health service body must act in an open and transparent way as soon as is reasonably practicable after a notifiable safety incident has occurred, including an apology. Reasonable support must be given to the service user. A written record must be kept.