



NAPAS
PROFESSIONAL
LIST OF
CARE QUALITY
COMMISSION
The five standards
and
Twenty two Outcomes

Standard 1 = Standards of treating people with respect and involving them in their care.

Outcome 1 People should be treated with respect involved in discussions about their care and treatment and able to influence how the service is run?

Outcome 2 Before people are given any examination, care, treatment or support, they should be asked if they agree to it

Standard 2 = Standards of providing care, treatment and support that meets peoples needs

Outcome 4 People should get safe and appropriate care that meets with their needs and supports their rights.

Outcome 5 Food and drink should meet peoples individual dietary needs.

Outcome 6 People should get safe and coordinated care when they move between different services

Standard 3 = Standards of caring for people safely and protecting them from harm

Outcome 7 People should be protected from abuse and staff should respect their human rights.

Outcome 8 People should be cared for in a clean environment and protected from the risk of infection.

Outcome 9 People should be given medicines they need when they need them, and in a safe way.

Outcome 10 People should be cared for in safe and accessible surroundings that support their health and welfare

Outcome 11 People should be safe from harm from unsafe or unsuitable equipment.

Standard 4 = Standards of Staffing

Outcome 12 People should be cared for by staff who are properly qualified and able to do their job

Outcome 13 There should be enough members of staff to keep people safe and meet their health and welfare needs.

Outcome 14 Staff should be properly trained and supervised, and have the chance to develop and improve their skills.

Standard 5 = Standards of Quality and suitability of Management

Outcome 16 The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care.

Outcome 17 People should have their complaints listened to and acted on properly.

Outcome 21 Peoples personal records, including medical records, should be accurate and kept safe and confidential.