

Key Policies for Care Services

Croner-i Care Management and CQC Compliance provides an extensive library of over 600 model policies covering everything you need to help you run your care service effectively and remain compliant.

This table lists the policies that are required or indicated to show compliance with the care service's registration commitments and regulations.

Key policies required by all services

- [Absence Management](#)
- [Access to Records \(England\)](#)
- [Accident Reporting in Residential Care](#)
- [Advance Care Planning in Care Homes](#)
- [Advocacy](#)
- [Annual Holidays](#)
- [Autonomy](#)
- [Bullying](#)
- [Care and Support Plans](#)
- [Choice in Residential Care](#)
- [Cleaning in Care Homes](#)
- [Code of Conduct](#)
- [Commitment to and Upholding of Human Rights](#)
- [Complaints](#)
- [Confidentiality of Service Users' Information](#)
- [Consent to Care and Treatment](#)
- [Contracts and Statements of Terms and Conditions in Care Homes](#)
- [Control of Substances Hazardous to Health in Care](#)
- [Data Protection](#)
- [Death of a Service User in Care Homes](#)
- [Drug/Medicines Errors \(Identifying, Reporting and Reviewing Medicines-related Problems\)](#)
- [Duty of Candour](#)
- [Employing People from Abroad](#)
- [End-of-life Care in Care Homes](#)
- [Equal Opportunities](#)
- [Equality, Diversity and Inclusion](#)
- [Financial Irregularities Investigation in Care Homes](#)
- [Fire Safety in Care Homes](#)
- [First Aid at Work \(Care Homes\)](#)
- [Food Safety and Hygiene in Residential Care](#)
- [Gender-related Care Issues](#)
- [Giving and Receiving References](#)
- [Harassment](#)
- [Health and Safety in Residential Care](#)
- [Health and Safety Risk Assessment](#)
- [Health and Safety Training in Care Homes](#)
- [Healthcare and Clinical Procedures](#)
- [Human Rights and Deprivation of Liberty \(Care Homes\)](#)
- [Hydration in Residential Care](#)

- [Induction Training](#)
- [Infection Control and Cleanliness in Residential Care](#)
- [Information Governance under the General Data Protection Regulation](#)
- [Information Provision for Prospective Service Users](#)
- [Intimate Personal Care and Contact](#)
- [Involving Service Users in Their Care](#)
- [Job Descriptions and Person Specifications](#)
- [Keeping Staff Safe: Aggression Towards Staff and Appropriate Response](#)
- [Lone Working in Care Homes](#)
- [Manual Handling \(England and Wales\)](#)
- [Medical Reports](#)
- [Medication Management in Care Homes](#)
- [Needs Assessment in Care Homes](#)
- [Medication Non-compliance in Residential Care](#)
- [Nutrition in Residential Care](#)
- [Occupational Health](#)
- [Personal and Sexual Relationships \(Care Homes\)](#)
- [Personal Care and Support](#)
- [Personal Protective Equipment for Infection Control in the Care Home](#)
- [Physical Intervention by Staff](#)
- [Pressure Sores: Management and Prevention](#)
- [Privacy and Dignity in Care Homes](#)
- [Professional Boundaries](#)
- [Public Holidays](#)
- [Quality Assurance and Management](#)
- [Record Keeping](#)
- [Recruitment and Selection](#)
- [Referring Employees to the Disclosure and Barring Service Barred Lists \(England and Wales\)](#)
- [Responding to the Experiences of Service Users \(England and Wales\)](#)
- [Resuscitation](#)
- [Safeguarding: Missing Persons](#)
- [Safeguarding Service Users in Care Homes from Abuse or Harm](#)
- [Safeguarding Service Users from Abuse or Harm: Physical Interventions and Restraint in Care Homes](#)
- [Safeguarding Service Users Who Are at Significant Risk of Harm](#)
- [Security in Residential Care](#)
- [Service Users Who Lack Mental Capacity to Take Decisions \(England and Wales\)](#)
- [Sharing Information with Other Providers](#)
- [Sickness Absence](#)
- [Staff Appraisal](#)
- [Staff Retention](#)
- [Staff Qualities and Qualifications](#)
- [Staff Supervision](#)
- [Staff Training and Development](#)
- [Whistleblowing](#)
- [Working with Other Agencies \(Care Homes\)](#)

Additional policies (required where relevant to a service's registration)

- [AIDS/HIV](#)
- [Autism](#)
- [Cyberbullying](#)
- [Dementia Care](#)
- [Emergency Planning](#)
- [Heatwaves in Residential Care](#)
- [Learning Disabilities](#)
- [Moving and Handling Bariatric or "Plus Size" Service Users \(England and Wales\)](#)
- [Volunteers](#)
- [Winter Weather in Care Homes](#)