

ESF Monitoring and Engagement Call Planning Template

Location Name		Location ID	
Provider Name		Provider ID	

Planned date of engagement call	
--	--

Note: Targeted inspections should be planned using existing tools and methodology, not the ESF call planning tool.

Background

Brief overview of service <i>e.g. type, size</i>

Key contacts/contact information

Brief inspection/enforcement history *previous concerns, ratings etc.*

Stakeholder feedback *e.g. local authority, healthcare professionals etc.*

Other important information *include information about current intelligence in relation to COVID-19 at the service*

Emergency Support Framework questions

Use this part of the tool to record the specific topics and issues you will discuss

1. Safe care and treatment

- 1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?**
- 1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?**
- 1.3 Was the environment suitable to containing an outbreak?**
- 1.4 Were systems clear and accessible to staff, service users and any visitors to the service?**
- 1.5 Were medicines managed effectively?**
- 1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?**

2. Staffing arrangements

- 2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?**
- 2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?**

3. Protection from abuse

3.1 Were people using the service being protected from abuse, neglect and discrimination?

3.2 Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?

4. Assurance processes, monitoring and risk management

4.1. Had the provider been able to take action to protect the health, safety and wellbeing of staff?

4.2. Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care?

4.3. Is the provider able to support staff to raise concerns during the pandemic?

4.4. Had care and treatment provided to people being sufficiently recorded during the Covid-19 pandemic

4.5. Had the provider been able to work effectively with system partners when care and treatment is commissioned, shared or transferred?

Other important/useful information