# CQC – Is the service Safe?

**By safe, we mean that people are protected from abuse and avoidable harm. In residential care, this means that people are supported to make choices and take risks and are protected from physical, psychological and emotional harm, abuse, discrimination and neglect.**

Risk and Freedom are two ends of a spectrum however they go hand in hand. In order to ensure that a service user enjoys as much freedom as they possibly can within their given capacity, it is very important to ensure that all potential risks have been assessed, recorded and communicated to all staff. It is also essential to ensure that these risks are periodically reviewed and amended with any change in needs and that everyone is made aware of these changes.

Sekoia ensures this is made possible by making any and all care plans and risk assessments available to all staff where they are delivering care. We also make sure that methods are in place to ensure these plans are reviewed through the evaluation logs and any changes are duly noted.

Additionally, any deviations observed whilst carrying out normal care tasks are recorded in Observations. For example, if a staff member observes anything unusual to do with behaviour, medication, food or fluid intake, falls, skin texture to state a few examples – anything untowardly that is observed is immediately recorded. This creates a clear and transparent system where patterns may be picked up very early on and preventive measures may be put in place to provide better care tomorrow.

Staffing is also an important aspect of providing safe care. Whilst it is important to have sufficient number of staff on duty to ensure that residents needs are met, it is equally important to ensure that the staff on duty are optimally utilised and systems are put in place that ensure that qualified staff are using their time in delivering care suitable to their competencies and skills. Sekoia carries out this function in a smart and effective way by ensuring that the right staff are made aware of where their help is required and do not need prompting for their next care task.

Also through the Tasks application, it is easy for management to gauge the work that needs to be carried out across the organisation throughout the day and thereby delegate staff in keeping with these requirements.

Medication is also a pertinent aspect of a service user’s well-being and safety. Sekoia allows you to create Medicine tasks where you are able to add a description which you can tailor to include any and all information you require in the administration of medication. Sekoia also recommends that you use the descriptions to ensure that the method of medication administration is person-centred. This will ensure that you make the experience as careful and comfortable as it can be for your service user.

Also, applications such as Instructions will ensure that staff have the required visual aid at hand to carry out their work in a well-informed and safe manner.

All these applications collectively ensure that a resident is kept safe within their home.