

Core Standard	Description
Standard C1A	Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.
Standard C1B	Healthcare organisations protect patients through systems that ensure that patient-safety notices, alerts and other communications concerning patient safety which require action are acted upon within required time-scales
Standard C2	Healthcare organisations protect children by following national child protection guidance within their own activities and in their dealing with other organisations.
Standard C3	Healthcare organisations protect patients following NICE Interventional Procedures Guidance.
Standard C4A	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-resistant Staphylococcus aureus (MRSA).
Standard C4B	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised.
Standard C4C	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.
Standard C4D	Healthcare organisations keep patients, staff and visitors safe by having systems in place to ensure that medicines are handled safely and securely.
Standard C4E -	Healthcare organisations keep patients, staff and visitors safe by having systems in place to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health an safety of staff, patients, the public and the safety of the environment.
Standard C5A	Healthcare organisations ensure that they conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.
Standard C5B	Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership.
Standard C5C	Healthcare organisations ensure that clinicians continuously update skills and techniques relevant to their clinical work
Standard C5D	Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services.

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Standard C6	Healthcare organisations co-operate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.
Standard C7A&C	Healthcare organisations: a) Apply the principles of sound clinical and corporate governance (c) Undertake systematic risk assessment and risk management
Standard C7B	Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.
Standard C7E	Healthcare organisations challenge discrimination, promote equality and respect human rights.
Standard C8A	Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service deliver, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services.
Standard C8B	Health care organisations support their staff through organisational and personal development programmes which recognise the contribution and value off staff, and address, where appropriate, under representation of minority groups.
Standard C9	Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until it is ultimately disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.
Standard C10A	Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.
Standard C10B	Healthcare organisations' require that all employed professionals abide by relevant published codes of professional practice.
Standard C11A	Healthcare organisations ensure that staff concerned will all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.
Standard C11B	Healthcare organisations ensure that staff concerned will all aspects of the provision of healthcare participate in mandatory training programmes.
Standard C11C	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives.
Standard C12	Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirement of the research governance framework are consistently applied.

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Standard C13A	The healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect.
Standard C13B	Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required for all contacts with patients and for the use of any patient confidential information.
Standard C13C	Healthcare organisations have systems in place to ensure that staff treat patient confidentiality, except where authorised by legislation to the contrary.
Standard C14A	Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services
Standard C14B	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made.
Standard C14C	Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.
Standard C15A	Where food is provided healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet
Standard C15B	Where food is provided healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.
Standard C16	Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive, and where appropriate, inform patients on what to expect during treatment, care and after-care.
Standard C17	The views of patients, their carers and others are sought and taken into account in designing, delivering and planning and improving Healthcare services
Standard C18	Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitability.
Standard C20A	Healthcare services are provided in environment which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation.
Standard C20B	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being

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	supportive of patient privacy and confidentiality.
Standard C21	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.
Standard C22A&C	Healthcare organisations promote, protect and demonstrably improve the health of the community services, and narrow health inequalities by: a) Co-operating with each other and with local authorities and other organisations, and c) Making an appropriate and effective contribution to local partnership arrangements including Local Strategic Partnerships and Crime and disorder Reduction Partnerships
Standard C22B	Healthcare organisations promote protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's Annual Report informs policies and practices.
Standard C23	Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.
Standard C24	Healthcare organisations protect the public by having a planned, prepared and where possible, practiced response to incidents and emergency situation which could affect the provision or normal service.