

HCI Best Practice Care Tools Templates

Policy and Procedure Templates

Theme 1 Person Centered Care and Support

Management of Resident Information and Education Material

Resident Communication Techniques

Provision of Information to Resident's Family

Visiting Residents at the Residential Home

Provision of Advocacy Services for Residents

Residents' Rights - Development, Review, Approval and Communication

Resident Involvement, Consultation and Feedback

Obtaining Resident Consent (incorporating Assisted-Decision Making Capacity Act, 2015)

Respecting the Privacy and Dignity of the Resident

Responding to Complaints

Resident Toileting, Access and Management

Provision of Resident Intimate Care

Email and Internet Usage by Residents and Staff

Telephone and Mobile Phone Usage by Residents and Staff

Maximising Resident's Autonomy and Independence

Facilitating Resident Daily Living, Activities and Social Contacts

Theme 2: Effective Services

Management of the Residential Home Premises

Security and Building Access (including the Use of CCTV)

Prevention and Control of Waterborne Infections (including Legionella)

Equipment - Service, Maintenance and Calibration

Vehicle Insurance, Management and Maintenance

Food Safety Policy and Procedure

Fire Safety Management Policy

Health and Safety Risk Management

Management of Admission, Assessment and Care Initiation

Resident Individual Care Plan Development and Implementation

Resident Reassessment

Nutritional Status and Management

Enteral Nutrition Policy and Procedure

Management of Hydration and Fluid Maintenance

Resident Access to Therapeutic, Rehabilitative and Complementary Therapists

Resident Transfer, Discharge and Overnight Leave

Management of Palliative and End of Life Care Policy and Procedure

Provision of COVID-19 Vaccine to Residents and Staff

Provision of Therapeutic and Modified Consistency Diets

Meals and Mealtimes - Planning and Facilitating Resident Choice

Management of Accommodation and Communal Space

Development and Agreement of Resident Contract of Care

Management of Prospective Residents

Management of Emergency Admissions

Theme 3: Safe Services

Infection Prevention and Control

Management of MRSA

Management of Clostridium Difficile

Management of Norovirus

Education and Practice of Hand Hygiene Techniques

Clinical and Non-Clinical Waste Management

Cleaning Policy
Management of Spills
Uniform and Dress Code
Laundry and Linen Management
Management of Sharps and Needle stick Injury
Use of Personal Protective Equipment
Equipment - Cleaning and Decontamination
Utilising Correct Manual Handling Techniques
Management of Resident Absconsion
Management of Influenza
Management of ESBLs
Management of Blood Borne Viruses
Management of an Infectious Outbreak (incorporating specific requirements for COVID-19)
Management of Carbapenemase Producing Enterobacterales (CPE)
Incident Reporting - Identification, Documentation, Rectification, Review and Communication
Management of HIQA Notification Forms
Prescribing, Ordering, Storage and Disposal of Medications
Administration of Medications
Crushing of Medications and Covert Medications
Management of Controlled Drugs
Self-Administration, Complementary Therapies and Over-The-Counter Medications
Medication Reconciliation and Audit (incorporating Medication Management at Discharge, Transfer, Leave and for Respite Care)
Management of Medication Adverse Reactions
High Alert Medications Policy and Procedure
Individual Risk Management Planning
Safeguarding and Protection of the Resident

Recognising and Responding to Allegations of Abuse
Management of 'Whistleblowing'
Security of Residents' Accounts and Personal Property
Management of Restrictive Practices
Meeting the Needs of Residents at Risk of Self Harm
Theme 4: Health and Wellbeing
Management of Resident Smoking
Promoting and Maximising Resident Health and Well-Being
Resident Oral and Mouth Care, including Dentures and Dental Care
Resident Ophthalmic Assessment and Medication
Resident Auditory Assessment, Medication and Hearing Equipment
Care of the Resident with Dementia/Cognitive Impairment
Resident Access to GP Services
Management of Behaviour that is Challenging and Behavioural and Psychological Symptoms of Dementia (BPSD)
Theme 5: Leadership Governance and Management
Internal and External Communication Processes
Organisational Structure and Chart Development and Communication Policy and Procedure
Development and Communication of the Statement of Purpose
Risk Management Policy and Procedure
Audit Management Policy and Procedure
Policies and Procedures - Development, Review, Approval and Communication
Service Provider/Supplier Review and Approval
Quality Assurance and Continuous Improvement
Registration and Inspection Management Policy
Development and Review of Strategic and Operational Plans
Change Management (incorporating Privacy Impact Assessment) Policy and Procedure
Theme 6: Use of Resources



Accounting and Financial Management

Theme 7: Responsive Workforce

Staff Recruitment, Selection and Appointment

Staff Roles, Responsibilities and Authorities

Management of Agency Staff and Temporary Staff

Management of Independent Practitioners, Students and Volunteers

Staff Induction, Orientation and Supervision

Staff Education and Training

Staff Performance Appraisal and Professional Development Plans

Developing and Distributing Job Descriptions

Staff Records - Content, Access and Review

Staffing Levels, Rotas and Working Hours

Theme 8: Use of Information

Confidentiality Policy

Resident Records - Creation, Initiation, Content and Review

Management of Personal Data in Line with Data Protection Requirements (incorporating GDPR)

Additional Supporting P&P's

Skin Care and Pressure Ulcer Prevention

Wound Care Management

Management and Care of Urinary Catheters

Bowel Care and Promotion of Faecal Continence

Prevention and Management of Falls

Pain Management for Residents

Indications for Use, Administration and Follow-up of Diagnostic Tests

Performing a Safe and Successful Venepuncture Review

Urinary Tract Infection

Tracheostomy Care and Management Policy



Management and Treatment of Residents Drug Addiction
Management and Treatment of Residents Alcohol Addiction
Management and Treatment of Delirium
Management of Epilepsy
Management of Residents with Diabetes Type 2
Management of Residents with Diabetes Type 1
Management of Oxygen Therapy
Resident Resuscitation Status and Management
First Aid Treatment
Development of New and Existing Buildings
Development and Communication of the Organisation's Mission Statement
Credentialing and Privileging of Clinical Staff
Management of Medication Recall
Organ Donation Policy and Procedure
Care of High Risk Residents and Provision of High Risk Services
Medication Management Plan
Management of Skin Biopsies
Resident Identification Policy and Procedure useful

Audit Tools

Theme 1 Audits: Person Centred Care and Support

Audit 1: Rights, Privacy and Dignity

Audit 2: Resident Autonomy and Choice

Audit 3: Resident Communications

Theme 2 Audits: Effective Services

Audit 4: Access to Services & Individual Care Planning

Audit 5: Nutrition and Hydration



Audit 6: Palliative and End of Life Care

Audit 7: Environment & Facilities

Audit 8: Health and Safety

Audit 22: Fire Safety Management

Audits: Person Centred Care and Support

Audit 9: Resident Safeguarding and Protection of Property

Audit 10: Residential Risk Management

Audit 11: Infection Prevention and Control

Audit 12: Medication Management

Audit 13: Use of Restraint, Prevention of Self-harm and Absconson

Theme 4 Audits: Health and Wellbeing

Audit 14: Management of Resident Health and Wellbeing

Audit 15: Health and Wellbeing for Cognitively Impaired

Theme 5 Audits: Leadership, Governance and Management

Audit 16: Monitoring and Continuous Improvement

Audit 17: Leadership, Governance and Management (may be combined with Corporate risk management if preferred)

Audit 18: Corporate Risk Management

Theme 6 Audits: Use of Resources

Audit 19: Use of Resources

Theme 1 Audits: Person Centred Care and Support

Audit 20: Staff Management

Theme 8 Audits: Use of Information

Audit 21: Use of Information



Records and Forms

Governance and Management Related Forms

Organisational Chart Teams

Organisational Chart - Line Management

Terms of Reference - Incident Investigation Team

Terms of Reference Management Team

Terms of Reference Multi-Disciplinary Care Team

Terms of Reference - Multidisciplinary Service Team

Terms of Reference - Resident Committee

Contract of Care

Residents Guide

Statement of Purpose

Service and Care Provision Risk Management Register

Quality Improvement Projects

Clinical Indicators Data Form

Key Performance Indicators

Monthly Clinical Indicators Review

Approved Supplier Template

Asset Register (incorporating Preventive Maintenance & Calibration Schedule)

Emergency Response Plan

Team Meeting Schedule- Multi-Disciplinary Care Team

Team Meeting Schedule- Resident Committee

Management Team Meeting Agenda

Team Meeting Agenda- Multi-Disciplinary Care Team

Team Meeting Agenda- Multi-Disciplinary Service Team

Team Meeting Minutes- Multi-Disciplinary Care Team

Team Meeting Minutes- Multi-Disciplinary Service Team

Team Meeting Minutes- Resident Committee

Independent Investigation Report
Service Level Agreement
Designates Form
Quality and Safety Management Meeting Agenda
Quality Improvement and Resident Safety Programme
KPI Listing
Internal Audit Schedule for Residential Care Facilities (Under 8 Themes)
Change Control Form
Deed of Guarantee Template
Corporate Risk Register
Health and Safety Risk Management Register
Team Meeting Agenda Multidisciplinary Risk Management
Terms of Reference - Multidisciplinary Risk Management Team
Infection Prevention and Control Team Terms of Reference
Infection Prevention and Control Team Agenda
(HCI Version) Annual Report on the Quality and Safety of Care Provided within the Residential Home
Accessing and Utilising HCI Audit Tools
Outbreak Preparedness Plan
Outbreak Control Team Terms of Reference Template
Outbreak Control Team Agenda Template - COVID19
Outbreak Control Team Minutes
Chronology of Events (COVID-19)
COVID-19 Risk Register
Contacts Template - COVID19
COVID-19 Communications Plan
Checklist for Suppliers - COVID19



(HCI Version) Annual Report on the Quality and Safety of Care Provided within the Residential Home

Health and Social Care Needs Related Forms

Telephone Order Form

Medication Review Form

Abbey Pain Scale

Admission Checklist

Admission Inventory List

Beck Depression Inventory

Catheter Change Record

Catheter Drainage Record

Daily Flow Sheet

Diet Charts for Kitchen

Fluid Balance

Food Intake Chart- Service Users at High & Medium Risk

Geriatric Depression Scale

Investigations and Outpatient Appointment Record

24 Hour Resident Intake and Output Worksheet

Abbreviated Mental Test Score (10 point)

Allergy Information Sheet

HIQA Dependency Levels Recording Form

Manual Handling Assessment

Malnutrition Universal Screening Tool (MUST)

Tinetti Balance Assessment Tool

Waterlow Pressure Ulcer Prevention

Weight Monitor Chart

Wound Chart and Assessment

Vital Signs Flow Chart

Communication Sheet
Barthel A.D.L Index
Therapies Record
Resident Medical Notes
Falls Risk Assessment Score for the Elderly (F.R.A.S.E)
Repositioning and Turning Chart
Activity Attendance Sheet
Meaningful Activities Assessment
Meaningful Activities Programme
Personal Calendar of Important Dates
Rappaport Disability Rating Scale
Glasgow Coma Scale
Pain Scales
Warfarin Chart
Key Worker
Falls Prevention Care Plan
Mood and Behaviour Management Care Plan
MRSA Care Plan
Pain Management Care Plan
Palliative Care Provision Care Plan
Personal Abilities Care Plan
Provision of Nutrition and Hydration Care Plan
Skin, Wound and Pressure Ulcer Care and Prevention Care Plan
Urinary Incontinence and Continence Promotion Care Plan
Urinary Tract Infection Care Plan
Care Allocation Sheet
Respiratory Infection Care Plan
Self-Administration of Medication Care Plan



Intimate Care and Personal Hygiene Care Plan
Tracheostomy Management Care Plan
Tracheostomy Observation Sheet
Type 1 Diabetes Care Plan
Type 2 Diabetes Care Plan
Explanatory Activities Care Plan (E)
Planned Activity Care Plan (P)
Reflex Activity Care Plan (R)
Sensory Activities Care Plan (S)
Meaningful Activities Assessment (PESR)
Oral Health Assessment Tool
Dementia/Cognitive Impairment Care Plan
Indwelling Catheter Care Plan
Oral Hygiene Care Plan
Urinalysis
Cohen Mansfield Agitation Inventory
Oxygen Saturation SpO%
Cannard Assessment Tool
Cornell Scale for Depression
Pharmacist Service Level Agreement
Care Plan Review Schedule
Biopsy Checklist
Individual Risk Management Plan for Residential Care Services
Management of Constipation Care Plan
Enteral Nutrition and Medication Administration (via Enteral Feeding Tubes) Care Plan
Norgine Constipation Risk Assessment Tool
HSE Baseline Continence Assessment
Pain Assessment in Advanced Dementia Scale (PAINAD)

QUIS Observational Sheet, Score Page and Example

Clinical Institute Withdrawal Assessment of Alcohol Scale

Absconson Prevention Care Plan

Management of Stoma Care Plan

End of Life Care Provision Care Plan

Mini-Mental State Examination (30 point)

This is Your Life Book

Pressure Ulcer Grade Recording Chart

Eye Infection and/or Inflammation Care Plan

Ear Infection and/or Inflammation Care Plan

Cellulitis Care Plan

Communication Care Plan

Sleep Care Plan

Checklist for Medication Management - COVID19

Checklist for PPE - COVID19

Vital Signs Checklist - COVID19

COVID-19 Case Log Template

Advance Health Care Directives Guidance Document - COVID19

Advanced Healthcare Directive Overview Slides - COVID19

Think Ahead - Speak for Yourself Template - COVID19

Information Management Related Forms

Data Processing Agreement Template

Data Register Template

GDPR Checklist - COVID19

Quality of Life Related Forms

Restraint Assessment Form

Restrictive Procedure Event Form

Restrictive Procedure Release and Review Form

Restrictive Procedure Consent Form

Bed Rails Risk Assessment Review Checklist

HSE Restraint Release & Review Chart

Restraint Care Plan

Where is My Pain Drawing

Missing Person Report

Missing Person Checklist

Restraint Assessment Form

Resident Rights Related Forms

General Consent Form

Resident Feedback Survey

Comment Card

Pictures/Signs

Restraint Register

Activities Schedule

Daily Resident Activity Attendance Sheet

Photography/Video Consent Form

Human Resource Related Forms

Performance Appraisal Form

Annual Leave Application Form

Job Description Activities Co-ordinator

Job Description Administrator

Job Description Director of Nursing

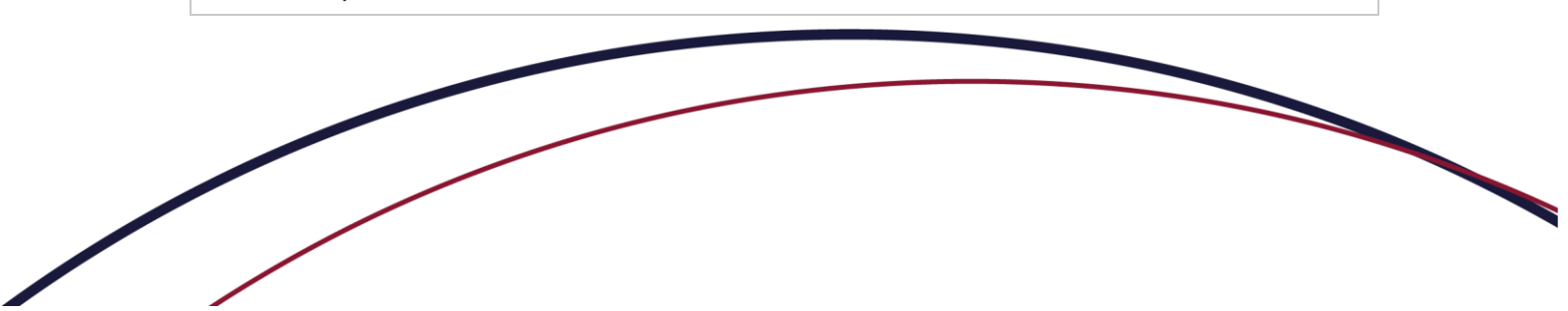
Job Description Health Care Assistant

Job Description Staff Nurse

Job Description Support Service Manager

Job Description Maintenance Officer

Job Description Chef



Job Description Kitchen Assistant
Job Description Catering Supervisor (Head Chef)
Job Description Cleaner
Job Description Proprietor (Registered Provider)
Job Description Managing Director
Job Description Assistant Director of Nursing
Job Description Clinical Nurse Manager
Job Description Senior Health Care Assistant
Senior Staff Nurse Job Description
Job Description Hygiene Supervisor
Job Description Laundry Staff
Job Description Cook
Job Description Financial Controller
Job Description Accountant
Job Description Occupational Therapist
Job Description Physiotherapist
Staff Training and Development Record
Terms & Conditions for Volunteers
Training Schedule
Induction Training Record
Supervision of Evidence Based Practice
Interview Notes
Interview Schedule
Code of Conduct and Ethics
Conflict of Interest Form
Staff File Contents Checklist
Staffing Plan
Safety, Health and Welfare Programme



Infection Control Lead Job Description

Reference Request Form

Job description for Hairdresser

Registered Provider Representative Job Description

Outbreak Control Co-ordinator Roles and Responsibilities

Outbreak Control Team Liaison Responsibilities

Care Environment Related Forms

Personal Emergency Evacuation Plan

Sharps Container Log

List of Fire Checks

Driving for Work Checklist

Driving for Work Incident Recording Form

CCTV Review Record

Manual Handling Care Plan

CCTV Consent Form

CCTV Footage Request Form

Infection Prevention and Control Programme Template

Resident Smoking Risk Assessment

Management of Smoking Care Plan

Fagerstrom Nicotine Dependence Assessment

Daily and Terminal Cleaning Record template

Fire Safety Programme

Fire Safety Risk Assessment Register

