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Developing New Managers

Mental Capacity Act 2005 code of practice

[large print 2007 final edition]

The Stationery Office The Mental capacity Act 2005 provides a statutory framework for people who lack the capacity to make decisions for themselves, or for people who want to make provision for a time when they will be unable to make their own decisions. This code of practice, which has statutory force, provides information and guidance about how the Act should work in practice. It explains the principles behind the Act, defines when someone is incapable of making their own decisions and explains what is meant by acting in someone's best interests. It describes the role of the new Court of Protection and the role of Independent Mental Capacity Advocates and sets out the role of the Public Guardian. It also covers medical treatment and the way disputes can be resolved.

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

Enabling power: Health and Social Care Act 2008, ss. 8 (1), 20 (1) to (5A), 35, 86 (2) (4), 87 (1) (2), 161 (3) (4). Issued: 11.07.2014. Made: .- Laid: -. Coming into force: In accord. with reg. 1. Effect: S.I. 2012/921 partially revoked & 2010/781; 2011/2711; 2012/1513 revoked. Territorial extent & classification: E. For approval by resolution of each House of Parliament

Fundamentals of Care

A Textbook for Health and Social Care Assistants

John Wiley & Sons Fundamentals of Care is an accessible introductory textbook for all healthcare assistants, assistant practitioners and social care support workers who are undertaking the newly introduced, mandatory Care Certificate, as well as offering a resource for providing care and support. Practically focused, each chapter begins with the outcomes associated with each standard, which helps contextualise and focus the reader on the content and relevance to the Care Certificate. The book also includes exercises to encourage the reader to stop, look, listen and act, along with case studies and thinking cap activities, to promote care and application to practice. Written to help the reader come to terms with the role and function of the health and care assistants, Fundamentals of Care offers support to those undertaking the Care Certificate and to assist those who already work as health and care assistants, helping them in their quest to enhance safe and effective care. For more information on the complete range of Wiley nursing publishing, please visit: www.wileynursing.com To receive automatic updates on Wiley books and journals, join our email list. Sign up today at www.wiley.com/email All content reviewed by students for students. Wiley Healthcare books are designed exactly for their intended audience. All of our books are developed in collaboration with students. This means that our

books are always published with you, the student, in mind. If you would like to be one of our student reviewers, go to www.reviewnursingbooks.com to find out more. This new title is also available as an e-book. For more details, please see www.wiley.com/buy/9781119212201

Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry

Executive Summary

The Stationery Office This public inquiry report into serious failings in healthcare that took place at the Mid Staffordshire NHS Foundation Trust builds on the first independent report published in February 2010 (ISBN 9780102964394). It further examines the suffering of patients caused by failures by the Trust: there was a failure to listen to its patients and staff or ensure correction of deficiencies. There was also a failure to tackle the insidious negative culture involving poor standards and a disengagement from managerial and leadership responsibilities. These failures are in part a consequence of allowing a focus on reaching national access targets, achieving financial balance and seeking foundation trust status at the cost of delivering acceptable care standards. Further, the checks and balances that operate within the NHS system should have prevented the serious systemic failure that developed at Mid Staffs. The system failed in its primary duty to protect patients and maintain confidence in the healthcare system. This report identifies numerous warning signs that could and should have alerted the system to problems developing at the Trust. It also sets out 290 recommendations grouped around: (i) putting the patient first; (ii) developing a set of fundamental standards, easily understood and accepted by patients; (iii) providing professionally endorsed and evidence-based means of compliance of standards that are understood and adopted by staff; (iv) ensuring openness, transparency and candour throughout system; (v) policing of these standards by the healthcare regulator; (vi) making all those who provide care for patients, properly accountable; (vii) enhancing recruitment, education, training and support of all key contributors to the provision of healthcare; (viii) developing and sharing ever improving means of measuring and understanding the performance of individual professionals, teams, units and provider organisations for the patients, the public, and other stakeholders.

Fundamentals of Care

A Textbook for Health and Social Care Assistants

John Wiley & Sons Fundamentals of Care is an accessible introductory textbook for all health care assistants; assistant practitioners and social care support workers who are undertaking the newly introduced, mandatory Care Certificate, as well as offering a resource for providing care and support. Practically focused, each chapter begins with the outcomes associated with each standard, which helps contextualise and focus the reader on the content and relevance to the Care Certificate. The book also includes exercises to encourage the reader to stop, look, listen and act, thinking cap activity promotes further thinking and application to care and support provision along with case studies and resource files. Written to help the reader come to terms with the role and function of the health and care assistants, Fundamentals of Care offers support to those undertaking the Care Certificate and to assist those who already work as health and care assistants, helping them in their quest to enhance safe and effective care.

Manual Handling

Manual Handling Operations Regulations 1992

This publication is aimed at employers and employees across all industries. It gives revised guidance on the Manual Handling Operations Regulations 1992.

Essence of Care 2010

Benchmarks for the Fundamental Aspects of Care; [Complete]

Stationery Office/Tso Essence of Care was first introduced in 2001, designed to support and address the fundamentals of care. Essence of Care 2010 is a tool to help healthcare professionals take a patient-focused and structured approach to sharing and comparing practice, which is at the heart of the 12 revised benchmarks contained in the publication. The updated Essence of Care 2010 supports and reflects a number of the themes in "Equity and excellence: liberating the NHS" (Cm. 7881, ISBN 9780101788120) and provides a suite of benchmarks to drive forward best practice in delivering the fundamentals of care and improving the experiences of people who use the services. Essence of care is essential for all front line staff in health and social care settings. This title is a complete set of all 12 benchmarks along with "How to use Essence of care 2010", which includes a description of the benchmarking tool and explains how to use the 12 benchmarks. The benchmarks and "How to use" are all available separately

Ask a Manager

How to Navigate Clueless Colleagues, Lunch-Stealing Bosses and Other Tricky Situations at Work

Hachette UK 'I'm a HUGE fan of Alison Green's "Ask a Manager" column. This book is even better' Robert Sutton, author of The No Asshole Rule and The Asshole Survival Guide 'Ask A Manager is the book I wish I'd had in my desk drawer when I was starting out (or even, let's be honest, fifteen years in)' - Sarah Knight, New York Times bestselling author of The Life-Changing Magic of Not Giving a F*ck A witty, practical guide to navigating 200 difficult professional conversations Ten years as a workplace advice columnist has taught Alison Green that people avoid awkward conversations in the office because they don't know what to say. Thankfully, Alison does. In this incredibly helpful book, she takes on the tough discussions you may need to have during your career. You'll learn what to say when: · colleagues push their work on you - then take credit for it · you accidentally trash-talk someone in an email and hit 'reply all' · you're being micromanaged - or not being managed at all · your boss seems unhappy with your work · you got too drunk at the Christmas party With sharp, sage advice and candid letters from real-life readers, Ask a Manager will help you successfully navigate the stormy seas of office life.

Health and Social Care (Adults)

Heinemann This candidate handbook provides comprehensive coverage of everything candidates need for success in this new qualification.

Staff Supervision in Social Care

An Action Learning Approach

Practical A4 workbook aimed at social work managers who need guidelines and positive examples of staff supervision. It is written by an author who has wide experience in training and management in social work, and provides information, exercises and supervision models.

The City & Guilds Textbook Level 2 Diploma in Care for the Adult Care Worker

Apprenticeship

Hodder Education Excel in Adult Care with the ideal companion for the Level 2 Diploma, published in association with City & Guilds and written by expert author, Maria Ferreiro Peteiro. -Enhance your portfolio with key advice and activities linked to assessment criteria, making it easier to demonstrate your knowledge and skills. -Manage the demands of your course with assessment criteria translated into simple, everyday language and practical guidance. -Understand what it means to reflect on practice with 'Reflect on it' activities, and guidance on how to write your own reflective accounts. -Learn the core values of care, compassion, competence, communication, courage and commitment required as an Adult Care worker. -Summarise and check your understanding with 'Knowledge, Skills, Behaviours' tables at the end of each learning outcome. -Successfully apply Adult Care theory in the workplace, using real-world case studies to guide you. -Expand your learning with access to popular optional units available online.

The City & Guilds Textbook Level 3 Diploma in Adult Care for the Lead Adult Care Worker Apprenticeship

Hachette UK Excel in Adult Care with the ideal companion for the Level 3 Diploma, published in association with City & Guilds and written by expert author in Health and Social Care, Maria Ferreiro Peteiro. -Enhance your portfolio with key advice and activities linked to assessment criteria, making it easier to demonstrate your knowledge and skills. -Manage the demands of your course with assessment criteria translated into simple, everyday language and practical guidance. -Understand what it means to reflect on practice with 'Reflect on it' activities, and guidance on how to write your own reflective accounts. -Learn the core values of care, compassion, competence, communication, courage and commitment required as an Adult Care worker. -Summarise and check your understanding with 'Knowledge, Skills, Behaviours' tables at the end of each learning outcome. -Successfully apply Adult Care theory in the workplace using real-world case studies to guide you. -Expand your learning with access to popular optional units available online.

Learning to Care E-Book

The Nurse Associate

Elsevier Health Sciences Richly illustrated throughout, this comprehensive resource is designed to fully equip Trainee Nursing Associates for their future role as professional healthcare providers with chapters ranging from 'how to learn' and essay writing to communication skills, reflective practice, and the role of evidence-based clinical decision making. Basic anatomy and physiology, together with the care and treatment of common disorders, form the second part of the volume. The book includes a wide range of learning features and comes with a downloadable image bank to assist trainee nursing associates with their assignments. Clear, no nonsense writing style helps make learning easy Provides helpful advice on study skills and essay writing Incorporates the 15 Standards of the Care Certificate Learning objectives at the start of each chapter enable readers to monitor their progress Key Words feature encourage familiarisation with a new vocabulary 'Self Test' questions at the start of each chapter allow readers to establish their baseline knowledge Reflection and Critical Awareness features encourage critical thinking and recall of essential information Medicine Trolley feature outlines common drugs, their usage, routes of administration and side effects Case Studies give practical context to core information Care in the Home Setting, At the GP Surgery and Communities of Care boxes illustrate healthcare provision outside the hospital environment Includes anatomy and physiology and pathophysiology of important diseases and disorders OSCEs help trainee nursing associates prepare for examinations Helpful glossary provides definitions of new terms

European Paediatric Advanced Life Support

First Aid at Work

The Health and Safety (First Aid) Regulations 1981

HSE Books The Health and Safety (First Aid) Regulations 1981 apply to workplaces in the UK, including those with less than five employees, and to the self-employed.

Non-medical Prescribing

A new guide designed to ensure confident prescribing in specialist areas. The need for this text stems from the necessity to develop non-medical prescribing in practice. It offers a resource for all non-medical prescribers including nurses, pharmacists, optometrists, physiotherapists and other healthcare professionals who desire to become supplementary or independent prescribers in their field. The book is divided into two comprehensive sections and provides an overview of non-medical prescribing by healthcare professionals other than doctors.

The Care and Support (Eligibility Criteria) Regulations 2014

Enabling power: Care Act 2014, ss 13 (7) (8), 125 (7) (8). Issued: 03.12.2014. Made: -. Laid: -. Coming into force: in accord with reg. 1. Effect: None. Territorial extent & classification: E. For approval by resolution of each House of Parliament.

The Workbook Portfolio

How to Write and Illustrate Children's Books

Watson-Guptill Publications

Prevent strategy

The Stationery Office The Prevent strategy, launched in 2007 seeks to stop people becoming terrorists or supporting terrorism both in the UK and overseas. It is the preventative strand of the government's counter-terrorism strategy, CONTEST. Over the past few years Prevent has not been fully effective and it needs to change. This review evaluates work to date and sets out how Prevent will be implemented in the future. Specifically Prevent will aim to: respond to the ideological challenge of terrorism and the threat we face from those who promote it; prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; and work with sectors and institutions where there are risks of radicalization which need to be addressed

Caring for People with Learning Disabilities

John Wiley & Sons Featuring 11 chapters, each one with a detailed glossary, Learning to Care for People with Learning Disabilities is designed to be used as a reference book in either the clinical setting, classroom or at home. Chapters are re-divided into discrete sections reflecting contemporary Learning Disability nursing practice. References to care in a range of primary and secondary care settings are made throughout the book. Each chapter begins with key points and concludes with a summary of the significant points to reinforce learning.

Code of Ethics for Nurses with Interpretive Statements

Nursesbooks.org Pamphlet is a succinct statement of the ethical obligations and duties of individuals who enter the nursing profession, the profession's nonnegotiable ethical standard, and an expression of nursing's own understanding of its commitment to society. Provides a framework for nurses to use in ethical analysis and decision-making.

Official Highway Code 2015

When did you last read yours? For over 80 years The Highway Code has been the official guide to using the roads safely and legally. It has contributed enormously to road safety and reliable road transport. However, every day, on average five people are killed and just over 60 people are seriously injured in road collisions. So it is as important as ever that all road users, including drivers, motorcyclists, cyclists, horse riders and pedestrians, should update their knowledge of The Highway Code. The Highway Code - for life, not just for learners.

The City & Guilds Textbook Level 5 Diploma in Leadership and Management for Adult Care

Hachette UK Develop best practice and improve your leadership skills with this textbook, published in association with City and Guilds for the new Level 5 Diploma in Leadership and Management for Adult Care specification. -Build comprehensive understanding of the knowledge and skills required for the Level 5 qualification, with detailed coverage of all mandatory units -Apply theoretical aspects of the Diploma in the workplace, with the 'In Practice' feature -Build confidence reviewing and evaluating practice in Adult Care settings with 'Reflect On It' activities, and examples of reflective accounts - Prepare a strong portfolio, with advice and activities on how to use evidence most effectively -Extend knowledge and understanding with access to popular optional units available online (www.hoddereducation.co.uk/adultcareextras) - Fully updated to match the Level 5 qualification's integration into the higher apprenticeship programme including the new 'undertake a research project' unit The easy-to-follow design makes this an invaluable reference guide for anyone looking to progress their management career in Adult Care.

The Modernization of the Nursing Workforce

Valuing the healthcare assistant

OUP Oxford The Modernization of the Nursing Workforce: Valuing the healthcare assistant is based on recently completed research exploring the role of healthcare assistants (HCA) in acute hospitals. Whilst a support role working alongside registered nurses has been a longstanding feature of the NHS, the contemporary HCA role has become increasingly central to the process of health service modernization. The role is now assuming even greater importance as the ramifications of financial constraints, restructuring and other pressures on the NHS play out. The issue is becoming increasingly relevant as the government has commissioned an independent review into the role of healthcare assistants, the Cavendish Review, which uses this book extensively. The HCA role is unregulated and low paid, but by taking-on direct care tasks from registered nurses, the role has become politically sensitive. The HCA remains a cheap and flexible source of labour, but the unregulated role encourages dilemmas and public scrutiny over risk and patient safety. The book explores how public policy reform of the health service feeds through to impact upon the management and structure of the healthcare workforce. More specifically, the book provides a timely evidence base for the extended and growing use of the HCA role. The book draws upon a multi-method research design from four geographically located hospital trusts in England, which during a three year period saw over 270 staff interviewed, focus groups and interviews with over 100 patients, some 275 hours of ward-based observation, and detailed survey responses from over 3,000 members of staff and hospital patients. The unusual richness of the data allows a definitive examination of who undertakes the HCA role, its shape, nature and diversity, along with the consequences for those with a stake in the role - hospital managers, the assistants themselves, the patients they care for and the nurses they work alongside, making The Modernization of the Nursing Workforce: Valuing the healthcare assistant essential reading for health care studies and public management communities, and those charged with training and education policy.

Crisis Standards of Care

A Systems Framework for Catastrophic Disaster Response

National Academies Press Catastrophic disasters occurring in 2011 in the United States and worldwide--from the tornado in Joplin, Missouri, to the earthquake and tsunami in Japan, to the earthquake in New Zealand--have demonstrated that even prepared communities can be overwhelmed. In 2009, at the height of the influenza A (H1N1) pandemic, the Assistant Secretary for Preparedness and Response at the Department of Health and Human Services, along with the Department of Veterans Affairs and the National Highway Traffic Safety Administration, asked the Institute of Medicine (IOM) to convene a committee of experts to develop national guidance for use by state and local public health officials and health-sector agencies and institutions in establishing and implementing standards of care that should apply in disaster situations--both naturally occurring and man-made--under conditions of scarce resources. Building on the work of phase one (which is described in IOM's 2009 letter report, *Guidance for Establishing Crisis Standards of Care for Use in Disaster Situations*), the committee developed detailed templates enumerating the functions and tasks of the key stakeholder groups involved in crisis standards of care (CSC) planning, implementation, and public engagement--state and local governments, emergency medical services (EMS), hospitals and acute care facilities, and out-of-hospital and alternate care systems. *Crisis Standards of Care* provides a framework for a systems approach to the development and implementation of CSC plans, and addresses the legal issues and the ethical, palliative care, and mental health issues that agencies and organizations at each level of a disaster response should address. Please note: this report is not intended to be a detailed guide to emergency preparedness or disaster response. What is described in this report is an extrapolation of existing incident management practices and principles. *Crisis Standards of Care* is a seven-volume set: Volume 1 provides an overview; Volume 2 pertains to state and local governments; Volume 3 pertains to emergency medical services; Volume 4 pertains to hospitals and acute care facilities; Volume 5 pertains to out-of-hospital care and alternate care systems; Volume 6 contains a public engagement toolkit; and Volume 7 contains appendixes with additional resources.

Level 5 Diploma in Leadership for Health and Social Care 2nd Edition

Hachette UK Reflect on how best practice can be managed in care settings, develop your leadership skills and achieve your career goals with this new edition of Level 5 Diploma in Leadership for Health and Social Care. This new edition of Level 5 Diploma in Leadership for Health and Social Care has been fully updated to reflect the changes to the structure of the qualification. Covering all of the mandatory units in an easy-to-follow and thorough manner, this book is perfect for anyone looking to progress in their management career and for existing care setting managers as an invaluable reference guide. -Covers all the information in the qualification thoroughly and in an easy to follow manner with a new and updated design. -Updated to match the Level 5 qualification's integration into the higher apprenticeship programme including the new 'undertake a research project' unit. -Encourage learners to think more about the theory aspect of the qualification and how it is applied in the workplace with 'In Practice' features. -Explore and understand the different methods of assessment and how to prepare using relevant activities.

Duty of Care

A Certificate Course in Residential Care

This book is written for principals, boarding coordinators, matrons, tutors, house-parents, teachers, GAP students and and others involved in the residential care of boarding school students of any age. It is structured to contribute to the basic knowledge and skills necessary to perform boarding duties effectively.

The Green Book

Appraisal and Evaluation in Central Government : Treasury Guidance

Stationery Office This new edition incorporates revised guidance from H.M Treasury which is designed to promote efficient policy development and resource allocation across government through the use of a thorough, long-term and analytically robust approach to the appraisal and evaluation of public service projects before significant funds are committed. It is the first edition to have been aided by a consultation process in order to ensure the guidance is clearer and more closely tailored to suit the needs of users.

International Professional Practices Framework (IPPF)

Inst of Internal Auditors The Institute of Internal Auditors' (IIA's) International Professional Practices Framework (IPPF) is the authoritative guidance on the internal audit profession. The IPPF presents current, relevant, internationally consistent information that is required by internal audit professionals worldwide. The new IPPF features improved clarity, increased transparency, measurable accountability, a defined cycle of review for all guidance, and availability in hard copy and as a fully interactive CD-ROM.

Working Together to Safeguard Children (2018)

Please note this publication is available as a free pdf download from the DfE website. If, like me, you get frustrated by a photocopy falling out of a ringbinder, here is a bound copy for your bookshelf. Nothing is more important than children's welfare. Children who need help and protection deserve high quality and effective support as soon as a need is identified. We want a system that responds to the needs and interests of children and families and not the other way around. In such a system, practitioners will be clear about what is required of them individually, and how they need to work together in partnership with others.

The Unofficial Guide to Medical Research, Audit and Teaching

Healthcare Support Workers

A Practical Guide for Training and Development

Taylor & Francis NHS support workers, such as nursing Healthcare Assistants, Maternity Support Workers, and Therapy Assistants, often provide the majority of face-to-face care to patients, clients and their families. This accessible guide explores the issues underpinning their recruitment, training, management, development and progression. NHS support workers comprise four out of ten of the clinical workforce, yet despite their importance they have long faced barriers that mean they are not able to fully realise their potential. This is the first book to take a comprehensive look at this workforce, its history, the policy that shapes its recruitment, management and deployment, and explains clearly how their capacity and capability can be safely and effectively enhanced. Structured around the employment cycle, this text covers the introduction of Technical Levels, career changes, apprenticeships, recruitment and selection, informal learning, learning cultures, widening participation, supervision and functional skills. Providing practical, evidence-based guidance and including illustrative case studies, it suggests a range of interventions to overcome the long-standing barriers to the effective development and deployment of healthcare support workers. Drawing on the latest research, and practice, including the author's own experience, this book is an important resource for all those educating, managing or recruiting unregistered healthcare practitioners. It will also provide invaluable guidance to healthcare support workers interested in progressing their careers.

Critical Reflection for Nursing and the Helping Professions

A User's Guide

Palgrave MacMillan Critical reflection, like all practice-based skills, can only be mastered by doing it. This practical user's guide takes the reader through a structured and coherent course in reflective practice, with frequent reflective writing exercises, discussion breaks and suggestions for further reading. With chapters on individual and group supervision, reflective writing, research and education, this book will be of interest to students and practitioners at all levels of nursing, midwifery, health visiting and social work.

Learning, Participation and Choice

A Guide for Facilitating Older Learners

This book promotes the wider participation of older people in learning, and supports those working with older learners.

Safe Working and the Prevention of Infection in Clinical Laboratories and Similar Facilities

This guidance provides health and safety information for all those involved in work in clinical pathology laboratories. It is relevant to work in hospitals and other facilities where people may be exposed to biological agents and diagnostic work in patient care areas. The guidance is intended to help employers, managers and employees identify and assess the risks of infection, take appropriate precautions to eliminate or control such risks, prepare standard operating procedures and ensure that everyone is aware of the risks and what to do about them.

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010

Enabling power: Health and Social Care Act 2008, ss. 8 (1), 20 (1) to (5), 35, 86 (2) (4), 87 (1) (2), 161 (3) (4). Issued: 22.03.2010. Made: -. Laid: -. Coming into force: 01.04.2010. Effect: S.I. 2009/660 revoked. Territorial extent & classification: E. General. Supersedes draft (ISBN 9780111491942) issued 05.02.2010

Clinical Skills for Healthcare Assistants and Assistant Practitioners

John Wiley & Sons Clinical Skills for Healthcare Assistants and Assistant Practitioners is an accessible, easy-to-read guide, outlining the fundamental and core skills integral to clinical practice. Fully updated in its second edition, this book is divided into three sections; the first looks at fundamental skills applicable to all staff, such as accountability, communication and record keeping. Section two explores core clinical skills such as respiratory care, pulse, blood glucose management and catheter care. Section three outlines complex clinical skills that require more in-depth training, such as medication and intravenous cannulation. An invaluable resource for healthcare assistants and assistant practitioners, this book will also be of use to newly qualified practitioners, and students in health and social care.

Safeguarding Vulnerable Adults and the Law

Jessica Kingsley Publishers The protection of vulnerable adults is a fast emerging area of work for local authorities, the NHS and other agencies. Safeguarding Vulnerable Adults and the Law, sets this within a comprehensive legal framework. The relevant law and guidance is extensive. It includes Department of Health guidance (No Secrets), human rights, the regulation of health and social care providers, the barring of carers from working with vulnerable adults, care standards tribunal cases, mental capacity, undue influence, assault, battery, wilful neglect, ill treatment, manslaughter, murder, theft, fraud, sexual offences, data protection and the sharing of information. The book focuses on how these areas of law apply to vulnerable adults, and brings together an extensive body of case law to illustrate this. Also covered is how local authorities and the NHS may themselves be implicated in the harm - through abuse, neglect or omission - suffered by vulnerable adults. For example, in terms of the gross lapses in standards of care, infection control, nutrition and basic dignity sometimes to be found in hospitals. All those working in community care, adult social work, health care and housing will find this book invaluable. Local authorities, the NHS, voluntary organisations and students will find this to be essential reading.

Department of Health: Hard Truths: The Journey to Putting Patients First - Cm. 8751

The Journey to Putting Patients First, Government Response to the Mid Staffordshire NHS Foundation Trust Public Inquiry

The Stationery Office The Government's initial response, Patients First and Foremost (Cm. 8576, ISBN 9780101857628), set out a radical plan to prioritise care, improve transparency and ensure that where poor care is detected, there is clear action and clear accountability. This document now provides a detailed response to the 290 recommendations the Inquiry made across every level of the system. It also responds to six independent reviews commissioned to consider some of the key issues identified by the Inquiry. This document sets out how the whole health and care system will prioritise and build on this, including major new action in vital areas including: transparent monthly reporting of ward-by-ward staffing levels and other safety measures; a statutory and professional duties of candour; legislate at the earliest available opportunity on Wilful Neglect; a new fit and proper person's test which will act as a barring scheme; all arm's length bodies and the Department of Health have signed a protocol in order to minimise bureaucratic burdens on Trusts; a new Care Certificate to ensure that Healthcare Assistants and Social Care Support Workers have the right fundamental training and skills in order to give personal care to patients and service users; and the Care Bill will introduce a new criminal offence applicable to care providers that supply or publish certain types of information that is false or misleading, where that information is required to comply with a statutory or other legal obligation. It looks at preventing problems; detecting problems quickly; taking action promptly; ensuring robust accountability and ensuring staff are trained and motivated