

Health Services Questionnaire

SECTION 1 - GENERAL INFORMATION

1. Full name of Proposer including trading names if any (if not a limited company include full names of partners) and details of any entities no longer trading:

Date Established:

2. Correspondence and website address/s:

Postcode:

3. Please provide your business description

SECTION 2 - YOUR STAFF

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| 4. Do you use agency staff? | Yes | No |
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If 'Yes' please provide details of how often you use agency workers and for what tasks

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| 5. Do all staff undergo a documented induction training programme? | Yes | No |
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| 6. Do you keep an up-to-date written record of all training provided to all staff? | Yes | No |
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If 'No', please explain why:

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| 7. Do all staff, (except agency staff), complete a medical questionnaire prior to employment? | Yes | No |
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SECTION 3 – YOUR PREMISES

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| 8. | Do you have any commercial level kitchens e.g. cooking ranges? | Yes | No |
| | If 'Yes', please provide further details of the cleaning regime of the filters and ducting, together with details of fire suppression equipment used: | | |
| | | | |
| 9. | Are all laundries within premises domestic style only? | Yes | No |
| | If 'No', please provide further details: | | |
| | | | |
| 10. | What controls do you have in place in respect to contractors working at your premises: | Yes | No |
| | e.g. Do you check their hot work permits/ check their insurance details? | | |
| | Please provide details: | | |
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SECTION 4 – POLICIES & PROCEDURES

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| 11. | (a) Do you have an up-to-date Health and Safety policy? | Yes | No |
| | (b) Who is the designated person with responsibility for Health and Safety and what qualifications do they hold? | | |
| | | | |
| 12. | Have you: | | |
| | (a) Completed and documented risk assessments in respect of hazardous substances, fire, slips trips or falls and manual handling? | Yes | No |
| | (b) Have you communicated the results of these risk assessments to all staff? | Yes | No |
| | (c) Following Risk Assessments have Safe Systems of Work been deployed? | Yes | No |
| | (d) Are all staff required to certify that they have read and understood the risk assessments and the Safe Systems of Work? | Yes | No |
| 13. | Who carries out your fire risk assessments and what are their qualifications? | Yes | No |
| | Please provide details: | | |
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14. Do your fire risk assessments make provision for Personal Emergency Evacuation Plans (PEEP)?	Yes	No
15. Do you record all risk assessments you carry out in respect of the prevention and control of infection?	Yes	No
16. Do you have a written infection prevention and control procedure including the provision of personal protective equipment?	Yes	No
(a) When were the procedures last updated?		
(b) Who evaluated the procedure and qualifications do they hold?		
17. Does your infection prevention and control risk procedures and risk assessments include:		
(a) working environment (staff, service users and visitors).	Yes	No
(b) activities away from your premises?	Yes	No
18. (a) Do you have procedures in place to ensure prompt identification of people who have been or are at risk of infection so that:		
(i) they receive treatment?	Yes	No
(ii) the risk of transmission is reduced?	Yes	No
(b) When were the procedures last updated?		
(c) Who evaluated the procedure and what qualifications they hold?		
Is all information relating to patients collected, used and retained in accordance with all applicable laws, regulations and codes of practice (including data protection legislation)?	Yes	No
Can information relating to patients only be accessed by those members of staff who need to know such information in order to perform their duties to service users?	Yes	No

Health & Care – Safeguarding and Abuse

YOUR STAFF

1. Do you:

(a) Carry out Disclosure and Barring Service (DBS) / Disclosure Scotland / Access Northern Ireland checks including whether they are on the Children Barred List or Adult First list?	Yes	No
(b) Verify the identity of all applicants prior to the commencement of employment?	Yes	No
(c) Verify the declared qualifications of all applicants prior to the commencement of employment?	Yes	No
2. Do you use the DBS Update Service provided by the UK Government?

	Yes	No
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If 'No', how frequently do you refresh Disclosure and Barring Service DBS / Disclosure Scotland / Access Northern Ireland checks on all staff?
3. Do you obtain at least two references (one being from the latest employment) for all staff prior to offering employment, and do you ensure agency staff have been screened?

	Yes	No
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If 'No' please explain why not:
4. Do you make enquires regarding any gaps in employment histories when reviewing references?

	Yes	No
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5. Where references are not available (including staff joining from overseas), what procedures (other than DBS checks) do you have in place (to assess) their suitability?

YOUR POLICIES & PROCEDURES

6. Have you a designated person responsible for all matters regarding the protection of children and vulnerable adults?

	Yes	No
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If 'Yes', what is their job role, qualifications and experience?
7. Do you have written guidelines relating to the protection of children and vulnerable adults, including intimate care and appropriate contact, and incident reporting?

	Yes	No
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 - (a) When were the guidelines last updated?
 - (b) What job role, qualifications and experience does the person who produced, or last updated the guidelines, hold?

8.	Do you have a whistleblowing policy?	Yes	No
	If 'Yes' When was the policy last updated?		
9.	Do you have a written procedure for dealing with complaints or concerns regarding abuse?	Yes	No
	If 'Yes'		
	(a) When was the procedure last updated?		
	(b) Who evaluated the procedure and what job role or qualifications do they hold ?		
10.	Do you have written guidelines on the roles, responsibilities and supervision of all third parties who provide services on your behalf, (such as contractors, health and social care workers or any other non-employed person)? Do such guidelines address the potential for abuse from unsupervised access to children and vulnerable adults?	Yes	No
	If 'No', please provide further details:		

TRAINING

11.	Do you provide training to all relevant staff regarding your policies and procedures relating to children (including child protection) and vulnerable adults?	Yes	No	
	(a) Is the training provided to all staff during their induction?	Yes	No	
	(b) How frequently is the training provided to all existing staff ?			
	(c) How frequently is the training reviewed and, where necessary, refreshed?			
	(d) Are all staff required to certify that they have received the training, and read and understood the policies and guidelines, including when they are updated?	Yes	No	
	(e) Are the policies and guidelines easily accessible to all staff throughout the course of their employment?	Yes	No	
12.	Do you provide training to all relevant staff regarding the best practices for de-escalation and restraint?	Yes	No	N/A
	If 'Yes'			
	(a) How frequently is this training retaken?			
	(b) How frequently is this training material reviewed and refreshed?			

YOUR DOCUMENT MANAGEMENT

13.	Is all information relating to service users collected, used and retained in accordance with all applicable laws, regulations and codes of practice (including data protection legislation)?	Yes	No
14.	How do you store any correspondence (written and electronic) relating to complaints, allegations or concerns regarding abuse?		

YOUR COVER NEEDS & HISTORY

15. What Limit of Indemnity do you require for Abuse cover?

16. If cover is needed for any period before this policy begins what Retroactive Date(s) do you require?

17. If the Retroactive Date is prior to the inception date of this policy is required, after enquiry, are you or any of your partners, directors or staff aware of any incident that could reasonably give rise to a claim for abuse which occurred during the retroactive period?	Yes	No	N/A
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If 'Yes', please provide full details.

18. Have there ever been any allegations of abuse made against you, your directors or any of your staff (including volunteers and agency staff) or your service users?	Yes	No
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(a) Were all allegations investigated in accordance with your safeguarding procedures?	Yes	No
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(b) Were any allegations substantiated?	Yes	No
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If Yes, please provide details :

19. Have all safeguarding shortcomings highlighted in CQC/Ofsted (or equivalent) or Local Authority inspections or audits been satisfactorily addressed and resolved?	Yes	No	N/A
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If 'No', please provide further details

DECLARATION

I/We declare that to the best of my/our knowledge or belief, the statements and particulars given in this questionnaire are true and complete and that any other material facts likely to influence the acceptance and assessment of any insurance offered have been provided. (If you are in any doubt as to whether a fact is material, you should disclose it.)

I/We agree to inform Travelers Insurance Company Limited of any change to any material fact.

I/We also declare that if any information on this questionnaire has been written by another person on my/our behalf, that person acted as my/our agent for that purpose.

I/We declare that I/We have not suffered any loss/damage or incurred any liability (whether insured or not) as a result of the risk(s) for which cover is now required, or know of any incident which is likely to give rise to a loss that has not already been declared to Travelers Insurance Company Limited.

I/we have read the above and declare that to the best of my/our knowledge and belief the statements are true and complete.

Signature of the Proposer

Print name and position held

For and on behalf of

Date

NO COVER IS IN FORCE UNTIL CONFIRMED BY THE COMPANY

USING PERSONAL INFORMATION

How we treat information about you and your rights under data protection legislation

In order to provide our insurance services, we (Travelers Insurance Company Limited acting as a Data Controller) will collect certain personal information about you. The type of information that we collect will depend on our relationship with you. For example, you may be a Travelers policyholder, prospective policyholder or a third party making a claim under a Travelers insurance policy.

If you provide us with personal information about a third party, you should share this notice with them.

We will also collect different types of information depending upon the kind of insurance cover we are being asked to provide or the kind of claim we are being asked to assess or pay.

Some of the information we collect may be classified as 'special category data', which is data that may contain information about physical or mental health, religious beliefs and criminal and disciplinary offences (including convictions).

Your personal information may be used in a number of ways including:

- considering an application for insurance,
- providing and administering an insurance policy,
- handling claims including claims validation,
- preventing and detecting fraud, including providing information to the relevant authorities.

Where relevant, we will share your information with other companies in the Travelers group, third parties such as claims handlers, loss adjusters, other insurers and reinsurers, fraud prevention agencies, service companies associated with our products, or as required by law (including providing the information to government or regulatory authorities). This may involve the transfer of your information to countries inside and outside the European Economic Area.

If your policy includes motor cover, your policy details will be added to the Motor Insurance Database (MID), run by the Motor Insurers Information Centre (MIIC).

We may also use your personal information for marketing purposes, but only in accordance with your marketing preferences.

For more information about how we process your data and the rights you have, please click <http://www.travelers.co.uk/main/privacy-policy.aspx>



Travelers operates through several underwriting entities through the UK and across Europe.
Please consult your policy documentation or visit the websites below for full information.