

Read the owner return

All names, events and records are fictional. This demonstration uses CIR-001 and sources S1-S4 in Example Source Records; it demonstrates the process, not an actual care-home review.

Brookfield Lodge / HOME01 | Period 20-26 October 2026

Manager: Emily Clarke | Owner: Martin Hughes

Return prepared 26 Oct at 16:00 | Owner review 26 Oct at 16:30

Topic	Completed return from the supplied sources
Unresolved risk	T18's missed task was addressed on 24 Oct: Sam Lee accepted it at 16:05; the outcome was recorded at 16:20 and checked at 16:25. Source S2 / DC24-11. No unresolved risk was identified in this case at the final review; other home risks were not reviewed in this demonstration.
Overdue work	The missed T18 deadline remains in the history. CIR-001 was verified on 26 Oct at 15:30. The next Owner review is due 2 Nov at 14:00; it remains visible on TODAY.
Failed rechecks	The 24 Oct check failed test 3. The 26 Oct check passed after later outcomes were examined. Both dated results stay with CIR-001.
Missing checks	G02-G05 and the wider audits are NOT CHECKED in these demonstration sources. Emily Clarke supplies the approved programme position by 2 Nov at 14:00; this case does not establish whole-home compliance.
Owner decision	Manager requests protected time for the weekly closure check within the existing rota, subject to maintaining safe cover. Decision and effectiveness check are on page 2.

What the owner does next

Martin chooses CIR-001 from the case list. He asks for the actual outcome sources behind its VERIFIED result. The authorised reviewer examines those records and reports the findings; the manager's completion statement alone is not the evidence being tested.

Use the same method on an actual return. Every NONE FOUND statement must identify the dated checks that support it; unseen or missing areas stay explicit.

Follow the proof and the support decision

Fictional demonstration continued. Nora Bennett is an authorised quality lead in this example. The owner receives the necessary findings and source references; controlled personal records remain in their proper system.

Owner-selected proof check	Recorded result
Selected by owner	Martin Hughes selected HOME01 / CIR-001 on 26 Oct at 16:30 because it had just changed from OPEN to VERIFIED.
Sources examined	Nora Bennett checked S2 / DC24-11: original missed task corrected. S3 / H24N2 and H25N: named owners, due times and later outcomes. S4 / BF26-06 and CP20-11 with DC21-11/DC22-11: resident outcome and supported care update.
Finding	SUPPORTED for the case and sources reviewed. Earlier failure remains retained. This does not establish assurance for the other audit workstreams. Nora recorded the examination on 26 Oct at 16:45.

Owner decision and how its effect will be checked

Field	Completed decision snapshot
Request	Protected time for the weekly G01 check. Existing rota cover must remain safe. Decision needed at this owner review.
Decision	Martin agrees protected review time from 27 Oct, with cover confirmed by Emily. Delivery owner: Sam Lee. Record the arrangement in the rota and reference it in the case.
Delivery proof	PENDING on 26 Oct. Sam Lee confirms the rota arrangement by 27 Oct at 17:00. Emily checks the completed G01 source at the 2 Nov review. Approval alone does not prove delivery.
Effectiveness	PENDING. Emily checks later closures and source proof at the review on 2 Nov at 14:00. Record whether the control held, the evidence, and any further action.

TODAY keeps the missing programme update, support confirmation and 2 Nov review, each with owner and date. This owner record holds the decisions and findings; it does not become another live task list.

Use Owner review for the blank record, Worked Example for the case history, and Example Source Records for the actual fictional proof. All three editable files have exact USB footers.

Actions closed without proof

USE BY Registered Manager or competent senior. A different person verifies closure.

YOU NEED The live action list, three latest completed actions and their source evidence.

FICTIONAL EXAMPLE / Brookfield Lodge / CIR-001 / 23 October 2026

1 Take these records

At baseline take the three latest completed actions. Routine checks use the latest three closed since the previous check. Use all if fewer exist; retain every selected reference.

Source S1: the only October closures were AA21 handover actions, CA14 care update and FB08 feedback. Sources S1-S4 are supplied in Example Source Records.

Circle YES or NO. YES requires proof for every selected record. Missing or uncheckable evidence is NO. Record the exact gap below.

Test	YES or NO
1 The original problem and the result required are recorded clearly enough to check.	YES
2 Dated evidence shows that the agreed change was carried out.	YES
3 A later check of records, practice or people's experience supports the claimed improvement.	NO

ALL YES: sign at the bottom, skip steps 2-3, retain the audit evidence and book the next programme check. ANY NO: continue below; use the existing case for the same failure.

Finding AA21 and FB08 were marked complete on emails or briefings. Neither had a later outcome check. CA14 had dated source records supporting the result.

2 Act on a gap now

Put unsupported closures back on TODAY. Name who will check the missing proof and by when. Act on any current risk immediately.

Check whether the closure process allowed an email, briefing or invoice to count as proof that the problem was fixed.

Confirmed cause The closure line allowed the action owner's completion email to replace a check of the outcome. The manager confirmed this from the three closure entries.

3 Put this fix into use

Sam Lee will issue revised closure fields: required result, implementation proof, later outcome source, different verifier and next review. A briefing or purchase will still require a separate outcome check. Source S2 records the later implementation.

Owner and deadline Sam Lee, Deputy Manager. Verification step in use from 24 Oct at 07:00.

First recheck Asha Patel, 24 Oct at 15:00; Emily Clarke verifies. Current safety concerns go to the duty senior immediately.

IF ANY NO Keep OPEN and update TODAY. Source S2 shows the control; the next dated check follows. For a different cause, record the manager's replacement action on Continuation. Keep related gaps in one case.

Checked by Asha Patel, Senior Care Worker. Fictional sign-off, 23 Oct 2026 at 11:00.

Prove the result before sign off

FICTIONAL EXAMPLE / CIR-001 / First recheck 24 October 2026

Proof retained with the case: Sources S1-S2 in Example Source Records: closure list, revised control, H24N night handover and FB08 reply. CA14 source is on S4.

1 Repeat the three tests from page A

Recheck the original failed closures and others using the same weak process, starting with the greatest risk. Keep unsupported closures open.

All three October closures rechecked. A new verification box alone did not establish the result.

Test repeated after the change	What happened and exact evidence reference	YES or NO
1 The original problem and the result required are recorded clearly enough to check.	Original findings and required results were clear for all three.	YES
2 Dated evidence shows that the agreed change was carried out.	The new closure step was issued and the local changes were recorded.	YES
3 A later check of records, practice or people's experience supports the claimed improvement.	AA21 still had an unassigned night task; FB08's promised change had not been checked.	NO

2 Verifier checks the source evidence

Emily Clarke examined the night handover and FB08 reply. The outcome evidence was insufficient. AA21 and FB08 remained open; the duty senior dealt with the unassigned task immediately.

DECISION OPEN / Test 3 not met

VERIFIED requires three YES answers after the change, all known case gaps addressed, retrievable proof personally checked by a different competent authorised verifier, both dated signatures and a named next review with a due date. Otherwise keep OPEN.

Next step owner and deadline Sam Lee revises delivery and gathers outcome proof. Recheck 26 Oct at 14:00. See the dated continuation.

Floor Auditor	Registered Manager / Verifier
Asha Patel Senior Care Worker Fictional sign-off 24 Oct 2026 at 15:00	Emily Clarke Registered Manager Fictional sign-off 24 Oct 2026 at 16:00

FILE Update TODAY. Keep all dated checks and proof under this case in Tab 3. Reopen this case if the problem returns.

Keep the history and change the action

USE BY The case owner with the Registered Manager.

YOU NEED The failed check and the original case.

FICTIONAL EXAMPLE / CIR-001 / 24 October 2026 at 16:30

Why the first check failed

The new verification box existed, but the outcome checks were still incomplete. Night handover records for AA21 contained an unassigned task. FB08 had a reply but no check that the promised quieter breakfast arrangement happened.

The immediate response

The duty senior assigned the open handover task, checked the affected care and recorded the response. The manager confirmed the breakfast arrangement with the shift lead. Both actions remained OPEN pending evidence of the result.

Linked action	What happens next	Owner and deadline
AA21	Use the current handover fields on the night shift. The receiving senior confirms an owner and due time for every open task; retain the later task outcomes.	Sam Lee 24 Oct at 20:00
FB08	Put the quiet breakfast arrangement into use on 25 Oct. Check the 25 and 26 Oct breakfasts and ask the resident about the result.	Alice Reed 26 Oct at 09:30
CIR-001	Check the source outcomes before accepting either closure. Repeat the three G01 tests.	Asha Patel 26 Oct at 14:00

Keep the same verification result required

Each completed action must have a clear original problem, dated proof of implementation and a later check showing the actual improvement. A new signature or briefing alone will not meet test 3.

Manager agreement Emily Clarke, 24 October 2026 at 16:30. Fictional sign-off.

Next step TODAY shows recheck due 26 October at 14:00. The failed check remains behind CIR-001.

NEXT / FILE Keep OPEN until verified. Update TODAY. Keep this behind the same case with the failed check. Do not replace, delete or backdate the earlier result.

Prove the result before sign off

FICTIONAL EXAMPLE / CIR-001 / Follow-up check 26 October 2026

Proof retained with the case: Sources S1-S4 in Example Source Records: original closures, failed source, later handovers, BF25-06/BF26-06 resident outcomes and CA14 care entry CP20-11.

1 Repeat the three tests from page A

Recheck the original failed closures and others using the same weak process, starting with the greatest risk. Keep unsupported closures open.

All three October closures and the affected day/night records were checked. The check included actual task outcomes and the resident's response.

Test repeated after the change	What happened and exact evidence reference	YES or NO
1 The original problem and the result required are recorded clearly enough to check.	Each action still had an identifiable original finding and intended result.	YES
2 Dated evidence shows that the agreed change was carried out.	The required changes were in use on the affected shifts.	YES
3 A later check of records, practice or people's experience supports the claimed improvement.	AA21 tasks had accepted owners and recorded outcomes. FB08's arrangement happened and R06 confirmed the quieter breakfast. CA14 remained supported.	YES

2 Verifier checks the source evidence

Emily Clarke checked T18's corrective entry on S2, H25N on S3 and CA14's care record with R06's 26 Oct response on S4. The three closures are supported for the scope reviewed.

DECISION VERIFIED / 26 October 2026 at 15:30

VERIFIED requires three YES answers after the change, all known case gaps addressed, retrievable proof personally checked by a different competent authorised verifier, both dated signatures and a named next review with a due date. Otherwise keep OPEN.

Next step owner and deadline Emily Clarke checks the next proposed closure before completion. Owner review of later closures: 2 Nov at 14:00. TODAY records that date and owner.

Floor Auditor	Registered Manager / Verifier
Asha Patel Senior Care Worker Fictional sign-off 26 Oct 2026 at 15:00	Emily Clarke Registered Manager Fictional sign-off 26 Oct 2026 at 15:30

FILE Update TODAY. Keep all dated checks and proof under this case in Tab 3. Reopen this case if the problem returns.

The original closure record

REFERENCE ONLY. Every person, resident reference, event and record in this bundle is fictional. Sources S1-S4 belong to the worked example; they are not evidence from a care home.

Snapshot: 23 October 2026 at 10:00. These were the only October actions marked complete by this date. The original entries remain unchanged.

Action	Original finding and action recorded	Completion entry
AA21	20 Oct: the handover form had no mandatory owner or due-time field. Sam Lee added both fields to the handover on 21 Oct.	Closed 22 Oct at 09:00. Sam Lee email: new handover fields issued; staff briefed.
CA14	20 Oct: R11's communication preference was missing from the current summary. Emily Clarke agreed a dated update with R11 and checked its use on 21 and 22 Oct.	Closed 22 Oct at 10:00. Source: R11 communication entry 20 Oct; choice records 21-22 Oct. See S4.
FB08	20 Oct: R06 asked for a quieter breakfast option. Alice Reed briefed the breakfast team on 21 Oct and sent a response on 22 Oct.	Closed 22 Oct at 11:00. Alice Reed email: team briefed; response sent.

Record format in use

The existing action list recorded the action reference, task owner, completion note, date and closed status. It did not require a later outcome source or a separate verification decision.

Source index

S2 contains the revised closure control, night handover excerpt and feedback response. S3 contains later handover outcomes. S4 contains breakfast outcome checks, the supported care update and the verifier's source list.

The control changed but the check failed

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Closure control put into use 24 October at 07:00

New field	Instruction issued by Sam Lee
Result required	State what must be different in practice.
Implementation proof	Record what changed and when it came into use.
Later outcome source	Record the later check date, actual result and exact source.
Verifier and next review	Different authorised verifier records decision, date, next owner and review date.

AA21 source H24N Night handover 23 to 24 October

Task	Owner	Due	Outcome entry
T18: R11 communication cards ready for the morning choice discussion.	No owner entered	24 Oct 07:00	No outcome entered.
T19: replenish the communal large-print activity sheets.	Maya Jones	24 Oct 07:00	Sheets placed in lounge folder at 06:35; Maya Jones.

FB08 response dated 24 October

Alice Reed recorded: "The breakfast team has been briefed about the quiet table option. We will check the arrangement with you." No dated breakfast observation or resident outcome was attached to this entry.

At 15:00 Asha Patel checked the sources. At 16:00 Emily Clarke examined H24N and the FB08 response. Test 3 remained NO; the failed result was retained.

T18 corrective entry DC24-11: Sam Lee accepted the overdue task at 16:05. At 16:20 he recorded that current cards were ready and R11 agreed to a later choice conversation and selected music. Asha Patel checked the entry at 16:25. The missed morning deadline remained visible.

Later handovers show the task outcomes

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AA21 follow-up source excerpts. The receiving senior confirmed the owner and due time for open tasks. The later entries show the task outcome, rather than only a signature.

Source and task	Accepted owner and due time	Later outcome recorded
H24N2 24 Oct night T31: prepare R11's current communication cards for the morning choices.	Dana Morris Accepted 24 Oct 19:55 Due 25 Oct at 07:00	25 Oct at 06:40: current cards placed with the authorised care record. Dana Morris.
H25D 25 Oct day T32: use R11's communication preference at the choice discussion.	Sophie Ahmed 25 Oct at 09:30	25 Oct at 09:15: R11 used the large-print choices and selected music. Choice entry DC25-11. Sophie Ahmed.
H25N 25 Oct night T33: ensure the current cards are ready for the next morning.	Dana Morris 26 Oct at 07:00	26 Oct at 06:35: current cards ready in the controlled care folder. Dana Morris.
H26D 26 Oct day T34: follow R11's agreed preference at the morning discussion.	Sophie Ahmed 26 Oct at 09:30	26 Oct at 09:10: R11 used the choices and selected a garden visit. Choice entry DC26-11. Sophie Ahmed.

Source retrieval

In this fictional bundle, H24N2, H25D, H25N and H26D are the entries above. In service use, record the actual care-system entry or controlled paper location; keep personal care details in that system.

Asha Patel reviewed these entries on 26 October at 15:00. Emily Clarke independently checked H25N and its outcome at 15:30, together with the sources on S4.

Feedback and care records support the result

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FB08 Quiet breakfast arrangement and outcome

Date and source	What happened and what R06 said
24 Oct at 16:30 FB08 agreement	Alice Reed agreed with R06 that a quieter table would be offered while preserving R06's choice. Owner: Alice Reed. Outcome checks: 25 and 26 Oct; complete by 26 Oct at 09:30.
25 Oct at 08:45 BF25-06	R06 was offered the quiet table and chose it. The agreed arrangement was available. Recorded by Alice Reed.
26 Oct at 09:00 BF26-06	R06 chose the quiet table again and said, "I could hear the conversation this morning." Alice Reed recorded the response and confirmed the arrangement remained available.

CA14 Supported care update for R11

20 Oct at 14:00: Emily Clarke recorded R11's agreed communication preference: offer large-print choices during the morning planning conversation. Current source: R11 communication entry CP20-11. The prior summary was removed from active use and its history retained.

21 Oct at 09:10, DC21-11: Sophie Ahmed recorded that R11 used the choices and selected music. 22 Oct at 09:20, DC22-11: R11 used the current choices and selected a walk. Emily checked both entries before CA14 closed. The current entry remained accessible on 26 Oct.

Verifier source list and next review

Emily Clarke, 26 Oct at 15:30: checked T18's corrective entry DC24-11 on S2, H25N, BF26-06 including R06's response, and CP20-11 with DC21-11/DC22-11. The three closures were supported for the scope reviewed. Page B records the separate signatures.

Next: Emily checks the next proposed closure before completion. Owner review of later closures: 2 November at 14:00, recorded on TODAY. A satisfactory follow-up can transfer continuing assurance into the approved G01 routine with its named owner and next due date.