Using Skills for Care resources to meet CQC’s Key Lines of Enquiry

Registered providers will find the following resources useful in helping to meet the Care Quality Commission’s (CQC’s) Key Lines of Enquiry (KLOEs). In Spring 2015 Skills for Care and SCIE will launch an online tool that maps key resources for registered providers against the Care Quality Commission’s (CQCs) Key Lines of Enquiry (KLOE).

Cross-cutting resources

Registered providers will find many of the resources listed below may be useful when considering quality and safety against a number of KLOEs. Similarly, the following resources will be useful against all lines of inspection:

- The **Care Certificate** sets out the expected induction programme that should be completed by all those who are new to health and social care.
- The **Social Care Commitment** enables employers and their employees to publically commit to the provision of safe, good quality care. As tasks are completed, evidence is generated to demonstrate that you are meeting CQC fundamental standards.
- Our **Recommendations for CQC Providers Guide** sets out the expectations and workforce development opportunities for CQC regulated providers.
- The National Skills Academy for Social Care’s (NSA) **Registered Managers’ Programme** offers networking opportunities, whilst their **Leadership Qualities Framework** enables transformation through improved leadership.

Is the service safe?

The **Skills** section of the Skills for Care website provides resources and guidance on specific areas including **Dignity**, **Dementia**, **Carers**, **Health and safety**, **End of life care**, **Assisted living technology** and the **Mental Capacity Act**. Lone working, restrictive practices and working with people whose behaviour challenges are just a few of the other areas covered by the Skills section.

Our **Skill Selector** enables employers and learners to browse qualifications, choosing what is needed. The **Workforce Development Fund (WDF)** can then be used to make a contribution towards the cost and the NSA **Endorsement framework** can help you choose learning providers.

Managers recruiting staff need to recruit people with the right values. The **Values Based Recruitment toolkit** explores this and **A Question of Care** provides realistic insight into care for those considering a career.

Is the service effective?

Access to vocational qualifications will support staff to develop specialist knowledge. Our **Guide to qualifications in adult social care** will help employers find the right learning for their staff whilst our leadership programmes helps develop managers.

**Practical approaches to workforce planning** will help an organisation to have people in place with the right knowledge, skills, values and experience. It includes a guide which introduces the approaches and a workbook which covers key questions and action points.
Is the service caring?

The **Common core principles for dignity toolkit** offers a series of best practice scenarios which demonstrate the practical application of dignity by care staff in response to everyday challenges or issues. Providers can deliver training in-house using the **Dignity training pack**.

**A guide to workforce development to support social care and health workers to apply the Common core principles and competences for end of life care** – this practical training pack will allow you to increase the awareness and understanding that frontline staff have and improve end of life care in your organisation.

Is the service responsive?

An inclusive and empowering culture is hugely important. Use the activity sheets and good practice examples in the **Culture toolkit** to embed a positive workforce culture and support organisational change.

The **Assisted Living Technologies (ALT) Resource Hub** supports employers and their staff to gain the knowledge and skills needed to integrate ALT into the support they offer.

The **Common core principles for supporting people with dementia** can be accessed via the **Skills section** of the Skills for Care website.

Is the service well-led?

The **Manager Induction Standards (MIS)** set out clearly what a manager needs to know and understand. Particular standards focus on developing open, person-centred approaches.

Managers and organisations working in partnership with local agencies should be familiar with **The Principles of Workforce Integration** and their practical application and benefits.

The **Social Care Managers Handbook** is grounded in social care values and behaviours, with links back to the MIS and inspection criterion.

Use **Choosing Workforce Learning** to identify and purchase the right learning for your staff. The right training is crucial to their development and keeping people safe.

The National Skills Academy for Social Care (NSA) offers a number of successful programmes that grow the skills, knowledge and confidence of **managers and leaders** working in social care.