

CQC Transitional Monitoring Approach



Practical ways to demonstrate good and outstanding care

The CQC has introduced the [Transitional Monitoring Approach](#) to support revisions to their inspection process from October 2020. Much of the inspector's engagement will be by virtual or phone calls during this period but the CQC retain the right to visit services for a wider inspection. The call will take 1 to 2 hours but the inspector may also want to speak with people using your service. Due to this lighter approach, most regulated providers will not be re-rated.

Providers will want to continue to demonstrate the high standards of care they are delivering to the CQC related to [the smaller set of Key Lines of Enquiries](#) that inspectors will focus on. This new resource includes recommendations, practical examples, and suggestions of what to avoid helping you meet CQC expectations.

Please note that much of the content originates from relevant sections of our [Good and outstanding care guide](#) which predates the pandemic but will help you to consider and prepare for what inspectors may be looking at in their calls.

Key line	Good and outstanding recommendations and examples	Additional resources and guidance
Safe	<ul style="list-style-type: none">→ S1: How do systems, processes and practices safeguard people from abuse?→ S2: How are risks to people assessed, and their safety monitored and managed so they are supported to stay safe and their freedom is respected?→ S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?→ S4: How do you ensure the proper and safe use of medicines?→ S5: How well are people protected by the prevention and control of infection?	<ul style="list-style-type: none">→ Safeguarding guidance and advice→ Reducing risk in adult social care (workforce)→ COVID 19: Safe and rapid recruitment→ Safe and fair recruitment guide / COVID-19 Supplement→ Medication guidance and advice→ Infection, prevention and control guidance and advice

Effective	→ <u>E7: How do you ensure consent to care and treatment is always sought in line with legislation and guidance?</u>	→ <u>Mental Capacity Act guidance and advice</u>
Caring	→ <u>C1: How do you ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?</u> → <u>C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?</u>	→ <u>Dignity in care guidance and advice</u> → <u>Dignity in care (scie)</u> → <u>Decision making and mental capacity (NICE)</u> → <u>Working with families</u>
Responsive	→ <u>R1: How do people receive personalised care that is responsive to their needs?</u> → <u>R3: How are people supported at the end of their life to have a comfortable, dignified and pain-free death?</u>	→ <u>Care planning</u> → <u>Maximising independence</u> → <u>End of life guidance and advice</u>
Well-led	→ <u>W2: How does the governance framework ensure that responsibilities are clear and that quality performance, risks, and regulatory requirements are understood and managed?</u> → <u>W4: How does the service continuously learn, improve, innovate and ensure sustainability?</u> → <u>W5: How does the provider work in partnership with other agencies?</u>	→ <u>Nominated individual guidance and advice</u> → <u>Develop leaders and managers</u> → <u>Getting your organisation digital ready</u> → <u>Registered Manager Networks</u> → <u>Facebook Group</u>

