

Resources to support CQC monitoring and inspection

October 2021



Skills for Care has been producing a range of resources to support services to meet CQC inspection since the current assessment process was introduced in 2014.

Delivering good and outstanding care

Our [Good and outstanding care guide](#) provides insight into how to prepare for inspection and demonstrate to inspectors that your service meets each area of inspection. It includes recommendations and practical examples of what other services are doing to deliver good or outstanding rated care.

The guide is available as a free PDF download or to purchase as an extended workbook edition that can be purchased from our [bookshop](#).

Opening a new care service

For those wanting to open a new regulated service, our [website](#) includes some top tips about the process to follow. We do not directly assist with the filling in of the forms but the information on our website can help you to understand some key steps to follow to help you to prepare.

Improving your CQC rating

Our [Guide to improvement](#) looks at practical ways that services that have fallen below CQC standards have recovered. It includes the building blocks of how to recover and showcases services that have successfully addressed a range of issues to be re-rated Good or Outstanding. Also available in printed workbook edition via the [Skills for Care Bookshop](#).

Our [Guide to safe staffing](#) helps providers ensure that they recruit effectively and avoid some of the staffing issues that have impacted the quality of care for many services rated Requires Improvement or Inadequate. The guide shares practical examples and recommendations from other services to follow.

Striving for Outstanding

Outstanding care remains an ambition for thousands of services, and we have produced a series of films showcasing what individual services have been doing to achieve this.

- [Carefound](#) – homecare agency
- [BUPA UK \(Eglantine Villa\)](#) – residential home
- [Shared Lives - Lancashire County Council](#) – shared lives service
- [Castle Supported Living](#) – supported living service
- [Voyage Care](#) – learning disabilities service

We have also produced films featuring some of these same services but shaped around each CQC Key Question:

- [Safe](#)
- [Effective](#)
- [Caring](#)
- [Responsive](#)
- [Well-led](#)

Skills for Care also continues to work closely with The Outstanding Society to share best practice. The Outstanding Society regularly runs webinars for all providers – regardless of rating to attend.

Forthcoming resources: due early 2022

- **GO Online** - this is a new interactive resource that brings together recommendations, resources, and practical examples to help different types of services meet CQC monitoring and inspection expectations. Ever evolving, GO Online will share the latest good and best practice from regulated services.
- **Being prepared for CQC inspection** – a new virtual learning module aimed at introducing new managers and staff to the CQC inspection process.
- **Improving your CQC rating** – a new virtual learning module helping managers and staff consider the most practical ways to respond to falling below CQC standards.

To be kept informed of these forthcoming additions to Skills for Care resources, [sign up](#) to receive our fortnightly e-news.

Further information and advice about CQC monitoring and inspection is included in the webinar and associated resources from:

www.skillsforcare.org.uk/RMwebinars