

# Preparing for, and Improving, your CQC Inspection

Resources to help CQC regulated providers meet or exceed standards



# Introductions

- Wendy Adams – Locality Manager for Tyne and Wear, Northumberland
- Ailsa Benn – Locality Manager for Bradford and Calderdale.



# Objectives

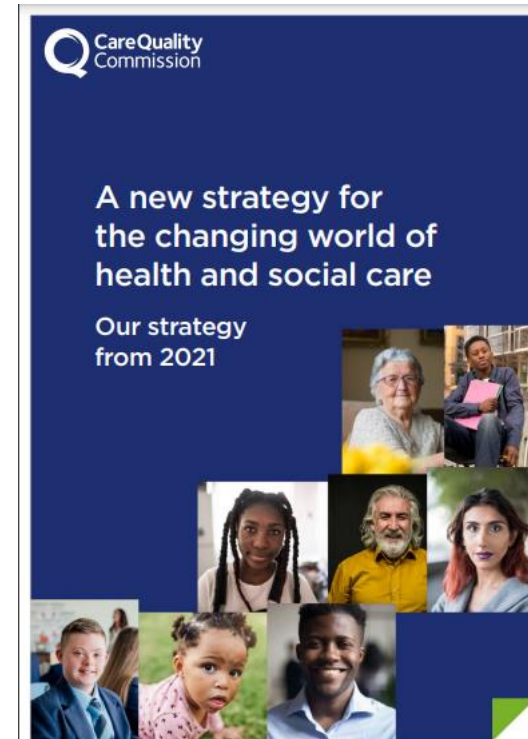
- Future changes by CQC
- CQC Five Years Strategy
- Update on Skills for Care Resources for new services, preparing for your CQC inspection
- Support for services looking to recover after falling below CQC standards
- Aspiring to achieve 'outstanding'



# CQC Strategy from 2021

Sets out ambitions under 4 key themes

Access the strategy [here](#)



# Key Themes

- **People and Communities:** Regulation that's driven by people's needs and experiences, focusing on what's important to people and communities when they access, use and move between services
- **Smarter regulation:** Smarter, more dynamic and flexible regulation that provides up-to-date and high-quality information and ratings, easier ways of working with us and a more proportionate response
- **Safety through learning:** Regulating for stronger safety cultures across health and care, prioritising learning and improvement and collaborating to value everyone's perspectives
- **Accelerating improvement:** Enabling health and care services and local systems to access support to help improve the quality of care where it's needed most





# Key Themes

## People and Communities:

- “We’ll improve the way we assess how services and local systems encourage and enable people to speak up”
- We’ll look at how effectively a service works with others, and in partnership with local communities, to involve people in designing and improving services



# Key Themes

## Smarter Regulation

- “We’ll have better conversations with people who live in or use the service, and their families and advocates, and more time to talk with staff”
- We’ll also look more closely at aspects that we know have a positive effect on quality such as the culture of a service, how it works with other services in a local system, and how it drives improvement.



# Key Themes

## Safety through Learning

- “We’ll be looking for cultures that have learning and improvement at their core”
- We’ll check that services actively take into account people’s rights and their unique perspectives on what matters to them in the way they choose to live their lives and manage risk





# Key Themes

## Accelerating improvement:

- “We’ll encourage and champion innovation and technology-enabled services where they benefit people and where the innovation results in more effective and efficient services”
- We’ll encourage services to play an active part in research to improve care for all, foster innovation and enhance people’s experiences of care.



# What does this mean for you?

## Breakout rooms

- What does the CQC strategy tell us about what they think is important?
- What do you do, or might start doing, as a consequence?

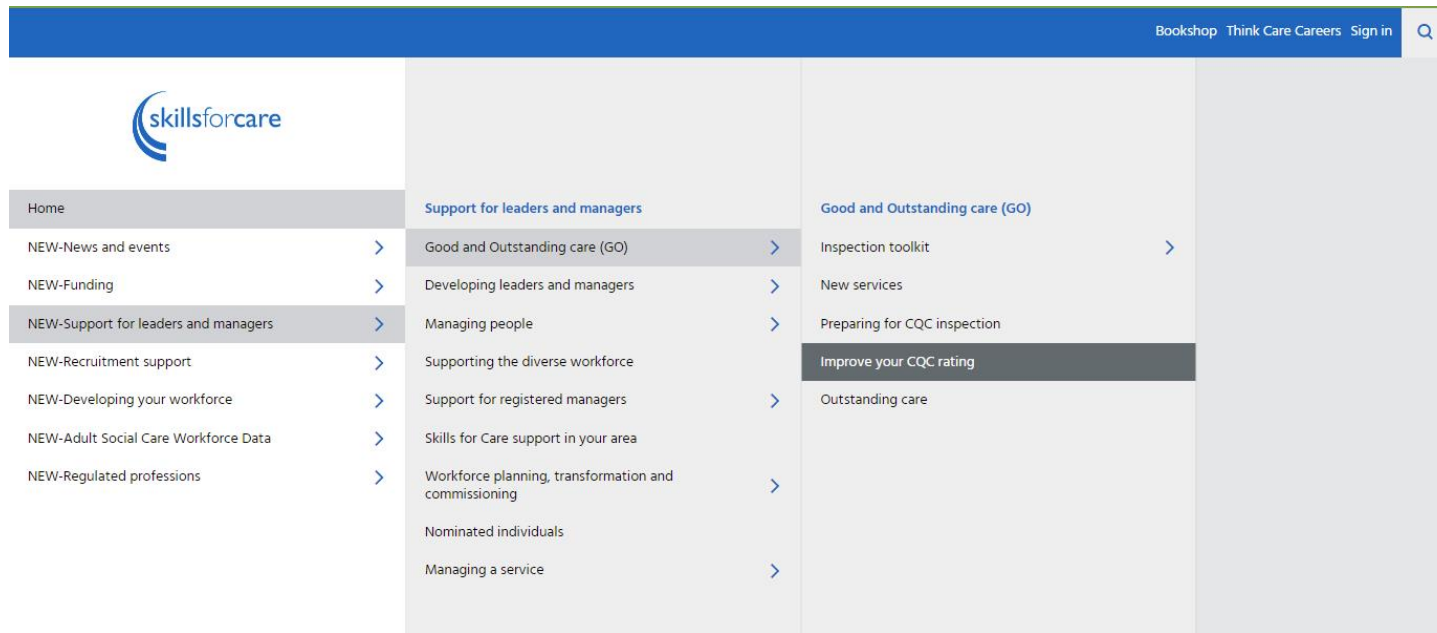


# Future CQC Plans

- CQC continue to consult with providers about changes to the framework
- Hoping to pilot new inspection framework from March 2022 but could take a year to be fully implemented.
- Likely to keep the key questions with some minor amendments and increased focus on positive health outcomes



# What does Skills for Care offer



- Good and Outstanding care online is located within our “Support for leaders and managers” website section
- Quick access via: [www.skillsforcare.org.uk/go](http://www.skillsforcare.org.uk/go)



# What does Skills for Care offer

- **New services**

- For new services preparing for their CQC registration

- **Preparing for your CQC inspection**

- For services and managers planning for their first inspection

- **Inspection toolkit**

- Recommendation, examples and resources to meet CQC expectations

- **Improve your CQC rating**

- Recommendations and resource for services looking to recover after falling below CQC standards

- **Outstanding care**

- Recommendations and resources for services striving to deliver outstanding care



# New services

## Recommendations for setting up a new care service

- How to find your clients
- How to ensure fit and proper management
- How to recruit, induct, train and support staff
- What external support is available
- Next steps once operational

### Recommendation checklist for opening a new care organisation



The time, money, energy, and expertise needed to set up a new care service can be considerable. The following recommendations can help guide you through the process.

#### 1. Research and decide the type of care you wish to provide

There is a wide range of adult social care organisations operating in England. This includes residential care homes, nursing homes, home care, supported living, extra care, shared living services, respite care, reablement services, day care, and more.

Search online to learn more about the different types of care services before deciding what care and support you would like to offer. Skills for Care recommends choosing to set up a type of service that reflects the experience, expertise, and passion for providing high-quality care.

#### 2. Check if your new service requires CQC registration

If your service is going to deliver personal care in England, it will most likely need to be registered and regulated by the [Care Quality Commission \(CQC\)](#).

Following [submission of the application](#), the CQC will review and arrange interviews. Please note that an organisation that delivers personal care can only become operational after CQC approval has been granted.

If CQC approval is required, carefully plan your application and prepare the proposed managers and leaders for the CQC interview. Be patient, the CQC registration process can sometimes take several months to complete.

If CQC registration is not required, the process of setting up a new care organisation can be much quicker but much of the information and advice included below will still be useful.

#### 3. Understand the local care market

Research the care market and understand who else is operating in the location you are considering. The [NHS website](#) enables you to search for care services and better understand the local marketplace.

Skills for Care is a leading source of [workforce intelligence](#) for the adult social care workforce in England. Our reports can help you understand national, regional, and






# New services

## Recommendations for CQC provider guide



# New services

- Preparing for CQC new manager interview checklist
- Reflections from a new manager blog



## Preparing for your CQC interview checklist

This checklist is aimed at helping managers of new care services to prepare for their CQC registration interview.

This list is not definitive but is based on the experiences of those that have gone through the process since 2020. The CQC is likely to adapt the questions they ask based on the application and accompanying documentation that's been submitted.

The duration of the interview and depth of questioning by the CQC may differ. The usual interview length is two to three hours, either at the CQC regional office or your service location.

Use this checklist to ensure you can confidently answer each question and have practical examples ready to share.

### About our service

- ✓ I can confidently explain our Statement of Purpose, as well as our vision and values.
- ✓ I can explain the types of care that the service will provide.
- ✓ I can explain the types of people we'll support and how we intend to care for them.
- ✓ I can explain how we plan to promote our services to the people we'll support.
- ✓ I can explain the number of people we plan to support.
- ✓ Where relevant to our service, I'll be able to explain how we'll work with local commissioners.
- ✓ I can explain how our service will keep the people we support safe.
- ✓ I can explain how we've developed and tailored policies and procedures to our service.



# Preparing for CQC inspection



## Being prepared for CQC inspection (Virtual learning module)

### What have I learnt about what the CQC will inspect?

This short film shows how Angela, a registered manager of a supported living service in Sunderland, helped to deepen her understanding after becoming a new manager.



### Certificate of completion

This is to certify that

**Jo Coltrane**

has successfully completed

Being prepared for CQC inspection (VLE Module)

A handwritten signature in black ink, appearing to read 'Oonagh Smyth'.

Oonagh Smyth, CEO



# Preparing for CQC inspection

## Being prepared for CQC inspection (Virtual learning module)

*“I am new to being a Registered Manager and in a new organisation and this course was incredibly useful.”*

Julie Fox,  
Registered Manager, Stokes Case Management

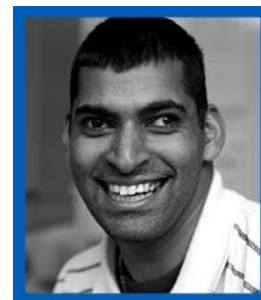
*“The module is fantastic and easy to use. I know I can trust Skills for Care. It has helped me to be clearer about how to prepare for inspection.”*

Amy Hilton,  
Registered Manager, Radfield Home Care Bexhill



# Preparing for CQC inspection

## Being prepared for CQC inspection (Checklist)



[www.skillsforcare.org.uk/prepare](http://www.skillsforcare.org.uk/prepare)



# Inspection toolkit (GO Online)





# Inspection toolkit

View introductory films explaining about each Key Question and showcasing examples of outstanding care



# Inspection toolkit

Access recommendations, practical examples and resources related to all areas of inspection

CQC focus Recommendations Practical examples Resources

## Resources

The practical resources below can help you to strengthen this area of CQC inspection. Use the filter to choose different types of resources or select based on related prompt.

### Filter by resource type

All Film Guide Learning Template

### Filter by CQC focus

All S1.1 S1.2 S1.3 S1.4

15 resource(s) found

▼ Sort by latest



# Inspection toolkit

*“I will use GO Online to find information relevant to a homecare service. It’s useful to be able to find everything in one place.”*

Managing Director, CQC regulated provider



*It’s great to be able to use the practical examples to benchmark”*

Managing Director, CQC regulated provider



*“The information in GO Online is very clearly presented and logically laid out. The recommendations act as a great checklist for.”*

Quality and Policy Manager, CQC regulated provider



[www.skillsforcare.org.uk/inspect](http://www.skillsforcare.org.uk/inspect)

# Improving your CQC rating

## Improving your CQC rating (VLE module and live facilitated advanced sessions)

### What we need to evidence

This short film shows what evidence Joe, a Nominated Individual at a supported living service in Lincolnshire, gathers together in advance of re-inspection.



### Certificate of completion

This is to certify that

Jean Edmunds

has successfully completed

Improving your CQC rating (Advanced)

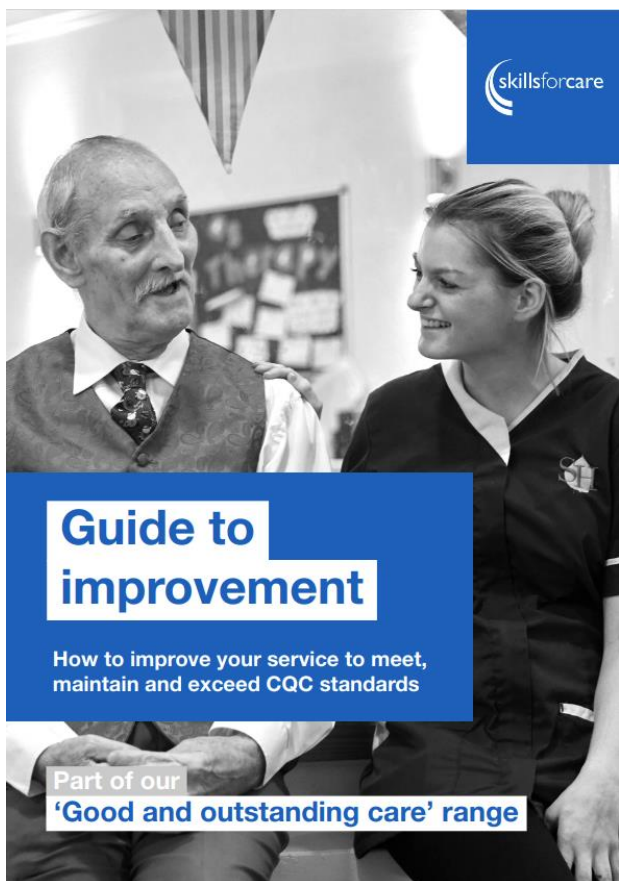


Oonagh Smyth, CEO

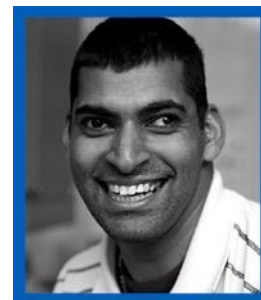


# Improving your CQC rating

## Guide to improvement



## Guide to safe staffing






# Improving your CQC rating

## Improving your CQC rating (Checklist and Action plan)

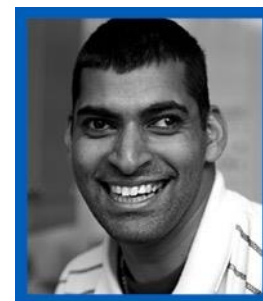
Improving your CQC rating checklist



This checklist is aimed at ensuring a regulated adult social care service is ready to drive forward improvements after falling below CQC standards.

- ✓ We listen to feedback and welcome suggestions about how to improve our service from the people we support, their families, friends and advocates.
- ✓ We have an open and transparent culture that enables us to engage others to help us to improve.
- ✓ We have leaders, managers and owners who are committed to improving the quality of care at our service.
- ✓ Our managers, leaders and owners have the right skills, knowledge and experience to drive forward improvements.
- ✓ Our owners ensure we have the resources and investment needed to ensure we can implement the improvements needed.
- ✓ We have effective systems and processes that enable us to review quality at our service and identify areas for improvement.
- ✓ Before we commence implementing improvements, we benchmark where we are, so we know how we're progressing.
- ✓ We ensure that each area for improvement has an allocated leader responsible.
- ✓ We have the flexibility to adapt our original improvement plans if we need to adopt a new approach.
- ✓ We have a clear action plan or action plans helping us to keep track of our progress towards improvement.

Area for improvement	What does success look like?	What needs to be done to achieve the goals?	Who'll be responsible for achieving this?	Start date and end date	What progress have we made towards this?



[www.skillsforcare.org.uk/improve](http://www.skillsforcare.org.uk/improve)



# Outstanding care

Best practice resources for those striving to deliver outstanding care

- Care home
- Nursing home
- Homecare agencies
- Supported living service
- Learning disability service
- Shared Lives service



# Outstanding care

## Connecting with Outstanding rated providers

- Share best practice
- Monthly free webinars
- Regular newsletters and blogs




# Outstanding care

## Striving for Outstanding (Checklist and Action plan)

### Striving for Outstanding checklist

This checklist is for those who want to demonstrate they're delivering outstanding care. For all the examples listed below, ensure you have robust evidence to show and tell to the CQC inspector.

- ✓ We have comprehensive and innovative safeguarding approaches, involving people and external expertise.
- ✓ We have comprehensive safety management systems. People are kept exceptionally safe, supported by highly competent staff.
- ✓ Our people and staff are encouraged and empowered to raise safeguarding concerns.
- ✓ We involve people to the maximum extent in helping them to manage risks, including taking positive risks.
- ✓ The people we support are actively involved in the recruitment of staff.
- ✓ We work creatively to ensure people are supported to manage medicines.
- ✓ We're creative in how we support people who lack capacity to make decisions about medicines.
- ✓ When things go wrong, we thoroughly investigate and seek sustainable improvements.
- ✓ We work with leading organisations to ensure care is at the forefront of the latest research and best practice.
- ✓ Our staff are exceptionally well trained and supported. All training is tailored to individual needs and further development opportunities are provided.



Area for improvement	What does success look like?	What needs to be done to achieve the goals?	Who'll be responsible for achieving this?	Start date and end date	What progress have we made towards this?



[www.skillsforcare.org.uk/outstanding](http://www.skillsforcare.org.uk/outstanding)

# Good and outstanding care guide (Workbook Edition)

## Forthcoming 2022 update

- Insight into how inspection has changed
- Recommendation checklists
- Practical ways to involve the people, staff and managers in gathering evidence
- Exclusive online resources

### S1. Safeguarding

The manager's and leader's own understanding of safeguarding is central. They're responsible for ensuring staff are suitably trained to protect people, know how to recognise potential or actual abuse or neglect, as well as alerting the CQC and local safeguarding teams.

Recommendations from good and outstanding providers		Service type
✓	Ensure staff are trained how to proactively recognise and report abuse and challenge discrimination. Managers should regularly check staff understanding.	A
✓	Involve people who need care about their safety. Understand document this in care plans.	
✓	Ensure there is a culture of openness where any allegations made would be protected.	
✓	Include safeguarding discussion in team meetings.	
✓	Ensure all safeguarding incidents are reported in an open and transparent way.	
✓	Clearly document evidence of how they were dealt with, if an action plan is required.	
✓	Review safeguarding incidents.	
✓	Use on-going assessment to ensure care and support might be at risk avoided or minimised.	
✓	Ensure staff and people who need care are not 'blown the whistle' on poor practice (agencies) without re-orientation.	
✓	Display a safeguarding adults date whistle blowing policy for support and visitors.	



# Any questions?





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**Find out more**

[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)