

CQC monitoring - Key Lines of Enquiry

October 2021



As part of their [monitoring calls](#), CQC inspectors focus on a sub-set of their Key Lines of Enquiry (KLOE).

Listed below are the KLOEs that they look at, as well as links to more detailed information about the additional prompts an inspector may ask.

Also included are related recommendations and practical examples from excerpts from Skills for Care's Good and outstanding care guide.

Safe

S1: How do systems, processes and practices safeguard people from abuse?	CQC prompt questions	Skills for Care recommendations and examples
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?	CQC prompt questions	Skills for Care recommendations and examples
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?	CQC prompt questions	Skills for Care recommendations and examples
S4: How do you ensure the proper and safe use of medicines?	CQC prompt questions	Skills for Care recommendations and examples
S5: How well are people protected by the prevention and control of infection?	CQC prompt questions	Skills for Care recommendations and examples

Effective

E7: How do you ensure consent to care and treatment is always sought in line with legislation and guidance?	CQC prompt questions	Skills for Care recommendations and examples
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Caring

C1: How do you ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?	CQC prompt questions	Skills for Care recommendations and examples
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?	CQC prompt questions	Skills for Care recommendations and examples

Responsive

R1: How do people receive personalised care that is responsive to their needs?	CQC prompt questions	Skills for Care recommendations and examples
R3: How are people supported at the end of their life to have a comfortable, dignified and pain-free death?	CQC prompt questions	Skills for Care recommendations and examples

Well-led

W2: How does the governance framework ensure that responsibilities are clear and that quality performance, risks, and regulatory requirements are understood and managed?	CQC prompt questions	Skills for Care recommendations and examples
W4: How does the service continuously learn, improve, innovate and ensure sustainability?	CQC prompt questions	Skills for Care recommendations and examples
W5: How does the provider work in partnership with other agencies?	CQC prompt questions	Skills for Care recommendations and examples

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

www.skillsforcare.org.uk/RMwebinars