

# 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.

- ✓ I can confidently explain how we'll safely recruit (and retain) staff able to provide high levels of care.
- ✓ I can explain the number of staff we plan to recruit.
- ✓ I'll be able to explain how we'll maintain safe staffing levels at all times.
- ✓ I can explain how our induction, training and support will ensure our care team are capable and confident to deliver quality care.
- ✓ I can explain our processes for ensuring training meets national standards and how we'll invest in learning and development.
- ✓ I can explain how we'll check staff competence, manage staff performance and effectively supervise our team members.
- ✓ I can explain how staff will learn about policies and procedures, including how to access these.
- ✓ I can explain how we'll support staff to raise concerns aligned with our whistleblowing policy.
- ✓ I can explain the various routes that people will be able to take to raise concerns and complaints.
- ✓ I can explain how we'll investigate concerns and complaints, ensuring we take the appropriate actions to protect people and improve care.
- ✓ I can explain how we'll check consent with people prior to providing care.
- ✓ Where relevant to the service, I can explain how we'll safely manage medicines.
- ✓ I can explain how our infection, prevention and control policy and procedures will protect people and staff.

- ✓ I can explain the process that we'll follow to assess care needs and involve people in care plans.
- ✓ I can explain what we'll cover in our care plans and how this helps our staff and the people we support.
- ✓ I can explain how our service will accommodate the likes, dislikes and preferences of the people we support.
- ✓ I can explain how frequently we'll monitor and review people's care and make amends to their care plans.
- ✓ I can confidently explain the processes the service will follow in response to reports of abuse, including who we'd report to and involve in the investigation.
- ✓ Where relevant to our service, I can explain how people's nutrition and hydration will be effectively managed.

## **Governance and management**

- ✓ I can explain how the owners of this service will invest in ensuring we consistently maintain high levels of care.
- ✓ I can confidently explain what inspires me about care and my personal motivations for delivering high-quality care.
- ✓ I understand the legal responsibilities of the registered manager role and can articulate them.
- ✓ If I have criminal convictions and/or a professional performance hearing, I'll be open and honest about these.
- ✓ I can clearly explain the governance arrangements of the service, including the roles and responsibilities of the owner and managers.

- ✓ I can explain who's responsible at our service when things go wrong and how we'll learn from mistakes.
- ✓ I understand and can explain Duty of Candour and how this applies to my role.
- ✓ I can clearly explain our quality assurance processes and how this will help us to deliver high standards of care and continually improve.
- ✓ I can explain how my previous experience has prepared me for the role.
- ✓ I can explain how my training and qualifications have prepared me for the role.
- ✓ I can explain how my ongoing learning and development will enable me to manage care aligned with the latest good or best practice.
- ✓ I can explain how I intend to connect with other partners and peers to benefit the care we provide.
- ✓ I can give examples of how I've effectively managed difficult situations.
- ✓ I can give examples of how I've learnt from mistakes.
- ✓ I'll explain the process we'll follow to ensure that we're kept informed of the latest legislation, evidence-based research and best practice.
- ✓ I'm confident enough to be open and honest in the interview and acknowledge when I don't know the answer to a question.
- ✓ I've practised my responses to these questions in a mock interview.
- ✓ I'll have various documents easily accessible and ready to show the CQC if asked on the day of the interview.

- ✓ I'm able to provide evidence of our insurance certificate on the day of the interview.
- ✓ I've prepared a list of questions to ask the CQC registration team.

## Knowledge

- ✓ I understand the Mental Capacity Act 2005 and associated legislation to safeguard people.
- ✓ I understand the Equality Act 2010 and how to implement this to protect the people we support and staff.
- ✓ I understand the Care Act 2014 and my associated responsibilities.
- ✓ I understand the Accessible Information Standards and how to meet this requirement in how we communicate with people.
- ✓ I understand the Health and Social Care Act (2008) and my associated responsibilities, including Regulations 2014, Regulations 4 and 5, Schedule 3.
- ✓ I understand the CQC Fundamental Standards and associated recommendations and guidance.
- ✓ I understand CQC (Registration) Regulation 2009 and my associated responsibilities.
- ✓ I understand my responsibilities in submitting notifications to CQC and where to locate these documents.
- ✓ I understand the CQC monitoring and inspection process.

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