### Action plan

### This action plan can be adapted to be used whether you are planning improvements to help you achieve a Good rating, recovering from falling below CQC standards or striving to deliver Outstanding care.

### 1. Regulated care provider

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| Organisation name: |       |
| Service setting: |       |
| Action plan lead: |       |
| Job title: |       |
| Email address: |       |
| Telephone number: |       |

### 2. What areas for improvement have been identified that could impact our CQC rating?

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### 3. What’s our improvement goal and why?

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### 4. What does success look like for our service?

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### 5. How will we measure success?

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### 6. Who in the organisation will be involved in the delivery of the action plan?

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### 7. Action plan

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| Area for improvement - goals | Success criteria -what does success look like? | Action - what needs to be done to achieve the goals? | Timeframe - start date and by when does this need to be completed by? | Review notes - detail progress towards objective |
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### Action plan FAQ

### What should an improvement action plan include?

### the improvements you want to make

### the success criteria

### a list of manageable actions to make these improvements

### names of who’s responsible for delivery

### details when the change is expected to be implemented by

### information that shows how changes will be monitored and reviewed.

### Use SMART objectives when planning improvements

### when detailing the improvement(s) activity, be Specific

### ensure the improvement(s) planned are Measurable

### be sure that the improvement(s) are Achievable

### check that your plans are Realistic

### set a clear Timeframe for your improvements.

### Who writes the action plan?

### Within regulated care providers, the registered manager is usually responsible for the action plan and recording evidence of progress towards improvements and success. All staff, and ideally the people you support, their families and/or advocates, should be involved in deciding the actions and putting them into practice.

**Resources to help**

Skills for Care’s Good and Outstanding care resources help you to be ready for your next CQC assessment. Our resources include an Inspection Toolkit, practical guides and learning opportunities to meet or exceed CQC expectations.

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