## **Learning, improvement and innovation**

### Your service will need to be able to demonstrate how you drive forward improvements to strengthen the quality of care.

### To achieve this area of Well-led inspection focus, you will need to have an effective approach when it comes to quality assurance and quality improvement informed by the latest evidence and best practice. Quality assurance processes should be effectively embedded in the service. From spot-checks to internal audits or mock inspections, there are multiple ways to check quality and identify areas for improvement.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| We can evidence how we identify and implement improvements to the quality of care we deliver. |  |  |  |  |  |
| We involve the people we support and/or family/friends in our quality assurance processes. |  |  |  |  |  |
| We follow a regular cycle of planning, action, and review to enable us to meet the needs/positive outcomes for the people we support. |  |  |  |  |  |
| Our quality assurance processes and findings are open and transparent. |  |  |  |  |  |
| We use an effective quality assurance system that enables us to monitor the standards of the service and inform organisational learning and improvement. |  |  |  |  |  |
| Our monitoring and quality improvement systems are easy to manage and quick to demonstrate to others. |  |  |  |  |  |
| We safely and securely record and use accurate demographic data which we use to identify areas for improvement. |  |  |  |  |  |
| Where appropriate, we’ll use a short observational framework for inspection  (SOFI) to observe care to help us understand the experiences of people who are unable to talk with us. |  |  |  |  |  |
| We involve specialists and advisors in the monitoring and continual improvement of the service (e.g., quality assurance teams, Healthwatch, experts-by-experience). |  |  |  |  |  |
| We regularly undertake unannounced inspections, internal audits, and spot checks to build the confidence of staff and their ability to evidence quality care. |  |  |  |  |  |
| We ensure the results of our audits, inspections, assessments, and other reviews are clearly documented and actioned. This information feeds directly into our continuous improvement plan. |  |  |  |  |  |
| When implementing changes to our care and support, we will identify and effectively manage risks. |  |  |  |  |  |
| We embrace technology and use this in our quality assurance processes. We are able to look at a real-time view of care delivery as it’s happening, including dashboard overviews, incisive reporting functionality and performance triggers. |  |  |  |  |  |
| We embrace digital transformation of the social care sector and lead by example by investing in the systems and staff support needed. |  |  |  |  |  |
| We ensure our business plan clearly documents work associated with continual improvement of the service. |  |  |  |  |  |
| We ensure our staff are fully engaged and supportive of the approach to continual improvement. |  |  |  |  |  |
| We are committed to identifying and testing new approaches to care, support, and treatment. |  |  |  |  |  |
| We work closely with other services and leading experts to learn more about innovative new approaches that might be relevant to the people we support. |  |  |  |  |  |
| We can evidence how our innovative ways of working have benefitted people’s quality of life. |  |  |  |  |  |

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| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=well-led-2&topic=learning-improvement-and-innovation-1).  **Recommendations checklists** Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support** Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |