

## Key findings when services are rated as Requires Improvement or Inadequate

- Lack of consistency in service delivery.
- You are reactive rather than being proactive or visionary.
- You do not always communicate well with staff.
- You and staff do not always support people who raise concerns.
- Staff may feel isolated or not supported
- You do not support your staff to give care with dignity and respect.
- You do not give your staff the time they need to support people flexibly or be open to their needs.
- Your leadership is weak or erratic.
- Staff are not regularly supervised.
- Staff turnover is high,
- Quality assurance systems are not robust.
- Managers do not communicate well with staff.
- Managers do not take concerns seriously enough.
- Medication is not well managed.



## Top Tips

- 1) Take time to write your PIR and get it checked by the Quality Team before submitting it to CQC.
- 2) Have KLOE evidence files which are updated on an ongoing basis.
- 3) Self-assess your service against the requires improvement/ Inadequate comments. Do any of these happen in your service?
- 4) If you have another manager who has a service close by, consider doing some peer on peer audits.
- 5) Use the CQC website, loads of great documents to help you.
- 6) Review incidents and use the learning to change systems if needed.
- 7) Check staff know and deliver the Organisational values.
- 8) Use KLOE evidence files.
- 9) Demonstrate how you value staff.
- 10) If you need help, contact a member of the Quality Team.
- 11) Make sure staff feel prepared and comfortable talking to the Inspector and can talk with pride and passion about what they do.

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## Top Tips for Passing Your CQC Inspection



## The importance of governance within National Care Group

By Mike Cleasby, Quality Director of NCG

Passion | Empowerment | Respect | Collaboration

## 5 Key Questions

### **Is your service safe?**

- How do your staff recognise abuse?
- How do you protect people we support from abuse and avoidable harm?
- How does your risk assessment process work?
- What are your medication policies and procedures?

### **Is your service effective?**

- How does your care, treatment and support achieve good outcomes?
- How do you promote a good quality of life?
- How do you ensure your practice is evidenced based?

### **Is your service caring?**

- Do you treat people with compassion, kindness, dignity and respect.

### **Is your service responsive to people's needs?**

- Is your service organised so that it meets people's needs?
- Do the people you support know how to make a complaint?
- How do you respond to comments and complaints about your service?

### **Is your service well-led?**

- Does your leadership, management and governance assure the delivery of high-quality, person centred care and support?
- How do you encourage staff learning, development and innovation?
- How do you promote and open and fair culture?

### **Evidence CQC Will Use to Inspect Your Service**

#### **Intelligent Monitoring**

This is a profiling system to find out about the quality of service provided. Evidence may include staff and user surveys and data submitted to stakeholders.

#### **The ongoing relationship between manager and people you support.**

How well do you respond to the needs of the people you support including wants and concerns. Key evidence includes information from people we support, staff and families, complaints information and the Provider Information Return.

#### **The Inspection visit itself**

This is designed to see whether what you say happens in theory, is borne out in practice. Key evidence here is observing care, monitoring the environment and facilities and reviewing policies and records.

### **Pre-inspection data gathering.**

This looks at the evidence you provide to CQC on the way you manage quality within your service. What improvements have you made and where are improvements still required.

### **Good and Outstanding Ratings Explained**

#### **Outstanding**

- You meet all of the features mentioned in the 'Good' category.
- Your organisation has a strong vision.
- Your staff deliver high-quality services.
- You work jointly with other organisations to make sure the people you support receive best practice.
- You are an effective role model.
- You use innovative ways to get peoples view about the service.
- You have a system which shows continuous improvement.

#### **Good**

- You have a quality assurance system staff understand.
- You have a fair and open culture.
- Staff are kind and compassionate and treat people with dignity and respect.
- You involve people you support and families in improving the service.
- You support vulnerable people well.
- Regular staff meetings where they feel part of running the service.