

Overview and CQC Inspections

Overall
Good

Read overall
summary

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

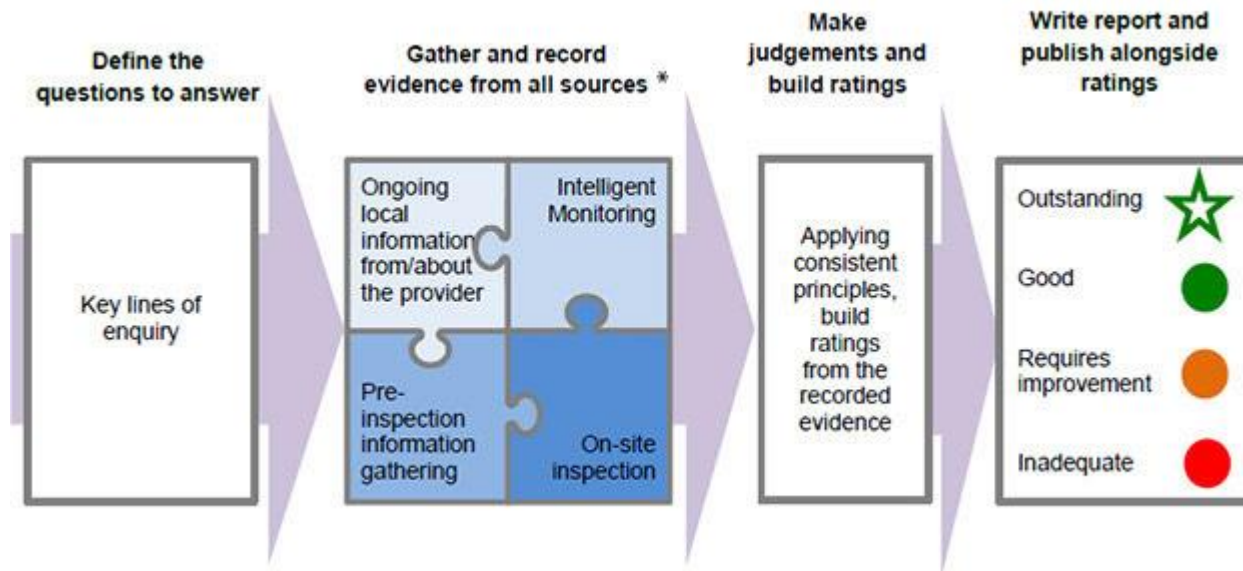
Fact Sheet – How to Measure against compliance

The way services are being inspected has changed and if you have not yet received a visit under the new inspection process then you will notice significant changes.

You may have been inspected and received your new rating.

The latest number of inspection ratings show that 295 homes require improvement and 53 are inadequate.

You need to be ready for the way CQC regulate and inspect and ensure you have robust systems in place that allow you to succeed through the key lines of enquiry they follow as shown below.



You will be monitored against five key questions -

1. Is your service safe?
2. Are you being effective in your service delivery?
3. Is the service caring in the way they care and deliver care?
4. Do you and your home and your team respond to your resident's relatives/others needs effectively?
5. Is your home well led by the person who is in charge?

One way to achieve a good rating and effective outcomes is through effective monitoring and assessment of your service. The implementation of clinical governance throughout your home.

Through -

1. This means robust auditing
2. Educating and Training for your staff
3. Evidence based care and clinical effectiveness
4. Effective staffing and staff management
5. Resident and relative involvement
6. Research and development

You should focus on each key question that you will be monitored against and ensure that the systems you have in place allow you to measure how effective you are being.

Your actions and outcomes should therefore relate to both of these key areas to support you in providing the evidence that will provide you with SMART outcomes that meet with CQC requirements and provide you with a good rating.