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A Guide to the CQC Inspection

Professional regulators, such as the CQC, have a responsibility to ensure care professionals provide care in line with their essential standards and regulations.

What should you expect from the Inspection?

Types of Inspection

There are three types of inspection:

- **Responsive:** Carried out in response to specific concerns.
- **Themed:** Looks at specific themes to do with current issues.
- **Scheduled:** Planned by the CQC in advance.

When the inspectors arrive, they will tell you which type of inspection they are going to carry out.

How to Prepare

Before the inspection:

- Submit any notifications to the CQC.
- Ensure you have up to date information to demonstrate your compliance and expertise.
- Ensure you have the Registered Manager's contact details, just in case s/he is not on duty when the inspectors arrive.

When the CQC Arrive:

- The inspector will ask to speak to the Registered Person.
- You will be told which of the essential standards will be inspected.
- It is important that the inspectors can have access to a suitable room during their visits for interviews etc.
- Unless there are specific concerns, the inspectors will give you time to organise yourselves.
- It is important that service users and staff understand what happens during an inspection.
- It is essential that the inspection does not disrupt the services you provide.

The Inspection

- Inspectors will collect their evidence by observing treatment, interviewing service users, carers and staff.
 - All levels of staff will be interviewed, but they are not expected to have the same level of understanding.
 - During observations, staff should continue to work as normal.
- Inspectors will look for evidence that the essential standards are NOT being met.
- Inspectors wish to find out about the experiences of those using the service, asking users, family members and carers about the treatment provided.

You will have a draft copy of the report sent to you, this is your opportunity to check the report and send back your comments.

- Inspectors may conduct 'Pathway Tracking' following a person's route through the service to get a sample of care.
- Specific areas of the service may be looked at. (E.G. Training records, medicine storage.)

Judgments and the Report

How are judgments made?

- The CQC use a Judgment Framework.
- They will ensure sufficient evidence is collected to make their judgments.
- The report will set out the CQC's findings.
- If your service is not meeting the regulations, the CQC will decide what level of impact this will have on those using the service. (Minor, moderate or major.)

When do you see the report?

- A draft copy of the report will be emailed to the Registered Person within 10 working days.

- You will then have 10 working days to check and comment on the report before it is published.
- A final copy of the report will be published within 15 days that the draft copy was sent.
- Your profile on the CQC website will then be updated with the judgments made.

What actions are taken if you are not meeting the regulations?

- Compliance Actions are used when there is a minor impact to those using the service.
- Enforcement Actions are used when there is a serious impact to those using the service.
- Consider what action you will take and by when to resolve the problem.
- You must send the CQC a report outlining what steps you will take to meet the regulations.
- A follow up visit will take place after you have become compliant, this will occur within 12 weeks.

