CQC and You 2018: a briefing

We want to be continually reviewing our services and improving them. The Care Quality Commission (CQC) inspection isn’t just a “one-off” - it’s a helpful part of our continuous review process.

What is the CQC?

The CQC is the regulator of the quality of care for the whole NHS. It inspects all of our services to make sure they meet fundamental standards of quality and safety, standards that we as a health care provider should maintain and are “how we do things around here”, our everyday work.

We are preparing to be re-inspected from 2016 and want to use this as an opportunity to take stock and look with fresh eyes at our services. We need to ask ourselves their five key questions:

Is the service caring? How can we show this?
Is the service responsive? Can we show this?
Is the service effective? How can we show this?
Is the service well-led? How can we show this?
Is the service safe? How can we show this?

How will CQC look at my service?

It is almost certain the CQC inspectors will visit some of our services soon. It will not be in great numbers as before as we have already provided the CQC with a lot of information.

CQC are Moving away from whole organizational inspection to core inspections

• CQC have on-going evidence gathering throughout the year
• CQC are making greater use of unannounced inspections.
• CQC may carry out short notice announced inspection— 4-6 weeks.
• CQC will carry out an annual Trust well-led inspection

What can I do today?

Continue the hard work you’ve done to provide the highest quality of care you can. CQC inspections are a great opportunity to show what your service does well. And in particular what’s different now than me in 2016. You will want to prepare, to show off all your good work, be clear what your proud of, what your challenges are and what you doing about them.

Evidence of your practice and what you are doing well and what you are doing about your challenges is important

Visit the CQC website at www.cqc.org and read how community services are inspected.

Look at our report from last time and read what it said about your services www.cqc.org.uk/provider/R1D

Familiarise yourself with what the new key lines of enquiry are and the sort of questions that may be asked.

www.cqc.org.uk/guidance-providers/healthcare/key-lines-enquiry-healthcare-services

Perform a monthly self-assessment of your service using the Quality Assurance and Accreditation Scheme crib sheets, and getting to good templates which you can get from the staff CQC information site on our website Also, get your peers involved in carrying out your self-assessment.

For questions about our CQC inspection or if you need advice or assistance in getting ready please ring the Nursing and Quality Team on

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