

Your guide to being outstanding

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Our care expert, Mick Feather, an ex regulatory inspector, has put together a guide on how to get your service up there with the best, and achieve a great regulatory rating. We'll show you how to:

- Focus on people
- Create an open culture
- Strive to improve
- Be creative and innovative
- Sustain an outstanding practice

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Regulatory compliance can be complicated, pressurised and time consuming. But you know as well as us, that it's difficult to run a successful care business without a decent rating.

At Citation, not only are we the experts in HR & Health & Safety, we also support our clients with CQC compliance.

Our HR and Health & Safety systems make management simple. Plus, with our online tool CQC Pro, you can gather, access, monitor and manage all the evidence you need to ensure you're compliant.

Too busy to read the guide? Watch our short videos

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