



What is an expert by experience?

Experts by Experience are people who have personal experience (in the last 5 years) of using or caring for someone who uses health, mental health and/or social care services that the CQC regulates.

Who are they employed by?

Remploy (<https://www.remploy.co.uk/>) and Choice Support (<https://www.choicesupport.org.uk/>) are the organisations that provide the CQC with Experts by Experience.

What is the main purpose of experts by experience on a CQC inspection?

The main role of experts by experience is to speak directly with people who use services. They work collaboratively with CQC inspectors to gather evidence relating to people's experience of a service.

What should Experts by Experience 'do' on a CQC inspection?

- Use their knowledge and experience of services to give a view as to whether they meet care standards
- Identify good and bad care in a variety of complex and diverse care services.
- Speak to people about their experience of the service and the environment being inspected.
- Speak to carers and family members with permission.
- Assess the quality and safety of care.
- Build rapport with people who use services.
- Identify any concerns such as 'safeguarding' and report these to the Inspector during the inspection.
- Provide an atmosphere that enables people who use the service to open up about issues or concerns that they may not wish to disclose to others.
- Contact people who use the service by telephone to collate a snapshot survey of the service.

What should Experts by Experience 'not do' on a CQC inspection?

- Request and examine staff and employee files.
- Request and examine Care plans or Support plans.
- Request and examine Medication records.
- Request and examine other documents in relation to the running of the service.
- Make comments, suggestions or recommendations to managers or staff on any aspect of the service.
- Query the safety or quality of the service with the staff or managers.

What happens post inspection?

The Expert by Experience will draft and submit a short report of their findings to add to the evidence obtained by the CQC Inspector. The Inspector will usually use elements of the Expert by Experience report in the final CQC report.

Behaviours, attitudes and values

Experts by Experience are expected to act professionally and in line with the CQC values whether this is during a face to face inspection of a care service or over the telephone in gathering qualitative and quantitative survey data. The CQC values are Excellence, Caring, Integrity and Teamwork and includes an expectation that everyone is treated with Dignity and Respect.