

Meeting CQC requirements and achieving a good / outstanding rating

**Laura Anthony,
Locality Manager
(SW London)**





What's needed to be outstanding?

- Outstanding leaders
 - Outstanding managers
 - Outstanding preparation
 - Outstanding evidence
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Outstanding leaders



One of our biggest strengths is the investment and support the provider gives us.

Megan Tranter, Registered Manager, Thistle Hill Hall
(Part of Debdale Specialist Care Ltd.) (Rated 'outstanding' in 2017)





Outstanding managers



The effective manager listens, responds, actions, supports, mentors and fully understands the individuals within the team, and applies his or her skills consistently in order to bring about harmony and effectiveness.

Russell Leese, Director, Horizon Healthcare Homes Ltd.
(Rated 'outstanding' in 2016)





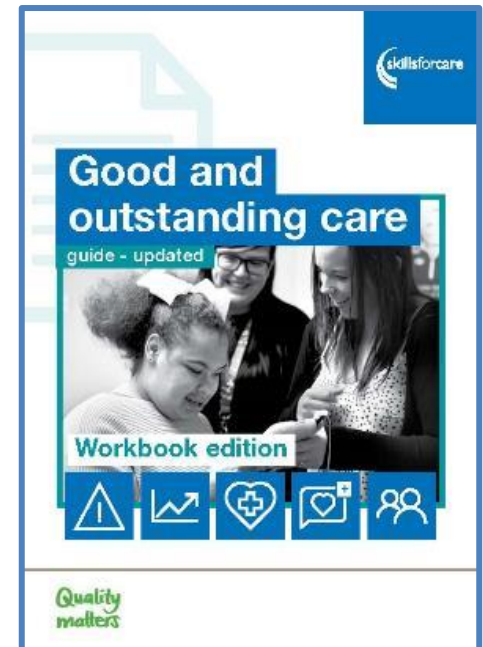
Good and outstanding care guide

www.skillsforcare.org.uk/GO



EachStep Blackburn was rated 'outstanding' by the CQC. The 'Good and outstanding care' guide was a massive help in getting us there.

Phil Benson, Registered Manager, EachStep Blackburn (Part of Community Integrated Care) (Rated 'outstanding' in 2018)





Outstanding preparation

- Consult and compare your service with outstanding providers
 - Regularly reflect on your own best practice
 - Prepare everyone for interviews
 - Have the evidence at hand
 - Submit further evidence
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Outstanding evidence

- Gather evidence from day one – start compiling new evidence from the day after your last inspection
 - Ensure staff and others that use or engage with your service know is going on so they can back up what is documented
 - Have the evidence at hand – ensure you know where it is for when inspectors arrive
 - Take the time to submit further evidence
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Transitional Monitoring Approach

How to prepare for the CQC virtual inspection calls





S2: How are risks to people assessed, and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

- Risk assessments
 - Care plans
 - Feedback
 - Accessible information
 - Accidents and incidents reports including lessons learned
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S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe

- Workforce:
 - Staffing analysis
 - Training and induction records
 - Staff wellbeing
 - Rotas
 - Sickness records
 - Dependency tools
 - Business continuity and contingency plans
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TMA - useful templates

- Good & outstanding care guidance – focussing only on those KLOEs that are being inspected as part of the TMA
 - Self-assessment checklists - based on the CQC ratings characteristics for adult social care services, these checklists can help services to review their practice to provide an indication of whether they are delivering 'good' care
 - Evidence and action plans
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Self-assessment checklist

What CQC inspectors may ask?	What does good look like	Yes / No / Not Applicable	If No, what actions will be needed to achieve this?
How are you managing risks to safeguard people from abuse?	People are consistently safe and protected from bullying, harassment, avoidable harm, neglect, abuse or discrimination.		
How are you protecting people's human rights, including consent about health treatment, particularly about involvement in advance care plans / DNACPR decisions?	The service has effective safeguarding systems, policies and procedures.		
	The service manages safeguarding concerns promptly, using local safeguarding procedures whenever necessary.		
	Where required, investigations are thorough.		
What are your arrangements to ensure people receive timely care that respects their dignity?	There is a consistent approach to safeguarding and matters are always dealt with in an open, transparent and objective way.		
What action are you taking to ensure people who use the service are protected from abuse, and to support them to understand their rights?	Where the service is used by children, staff take a preventative approach to safeguarding and are aware of relevant risk factors and triggers.		
	Staff discuss any concerns with managers and colleagues, and the service works with people, their families and external agencies to promote children's safety and prevent abuse.		
How do you assure yourself that staff report concerns immediately and appropriately to the right person/people?	Child protection practice and arrangements are aligned with		



Action and evidence plan

Key line of enquiry	What evidence do you have?	What action or change will you make?	What resource will you need? (People or tools)
<p>E7: How do you ensure consent to care and treatment is always sought in line with legislation and guidance?</p> <ul style="list-style-type: none"> ▪ How are you managing social distancing, and ensuring least restrictions on people's liberty or using seclusion/segregation during the pandemic period? ▪ How does the service promote supportive practice that avoids the need for physical restraint? For 			

Other sources of support

- **Recommendations for CQC providers guide** - outlines our practical support to help your service to meet CQC standards around recruitment and retention, learning and development, and leadership and management practice
- **Care Improvement Works website** - brings together practical guidance and resources from Skills for Care, SCIE and NICE and groups them under each key line of enquiry
- **Consultancy and tailored support:**
 - If your service is rated 'requires improvement' or 'inadequate' we can help you to identify any workforce issues that are causing a negative rating and give you practical advice and support to improve them.
 - If your service is rated 'good' or 'outstanding' we can help you to identify what changes you could make to achieve or maintain a positive rating.

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