

How to prepare for a CQC Inspection

Maintaining Outstanding – Every Day, Every Interaction



**ALL ABOUT
HOME CARE**

Why It Matters

Why CQC Readiness Matters

- It's about safe, effective, compassionate care.
- We don't aim for Outstanding – we live it.
- Readiness = everyday best practice.

CQC readiness isn't about preparing for one day, **it's about what we do every day.** This is about being the carers we're proud to be and ensuring every service user feels safe, respected, and well cared for.



**ALL ABOUT
HOME CARE**

Who are CQC?

- Stands for Care Quality Commission (CQC)
- Established in 2009 under the Health and Social Care Act, the CQC's primary objective is to ensure that health and social care services meet essential standards of quality and safety.
- Regulate and inspect health and social care providers in England.
- They inspect, monitor and rate services
- They can take legal action with poor standards.



**ALL ABOUT
HOME CARE**

The Five Key lines of enquiry (KLOE's)

- Are we Safe?
- Are we Effective?
- Are we Caring?
- Are we Responsive?
- Are we Well-led?

Under each of these key questions there are 'we' and 'I' statements, which link to the regulations. CQC will inspect us against these and for each statement expect to see certain evidence. Different evidence equates to a number of points and points equate to a rating.



**ALL ABOUT
HOME CARE**

Safe

Are We Safe?

- Do we protect people from avoidable harm?
- Is safeguarding understood and followed?
- Do we report concerns and incidents appropriately?
- Is Duty of Candour followed?

Safety includes everything from handling medication properly to speaking up when something isn't right. **Your knowledge and vigilance protect the people we support.**



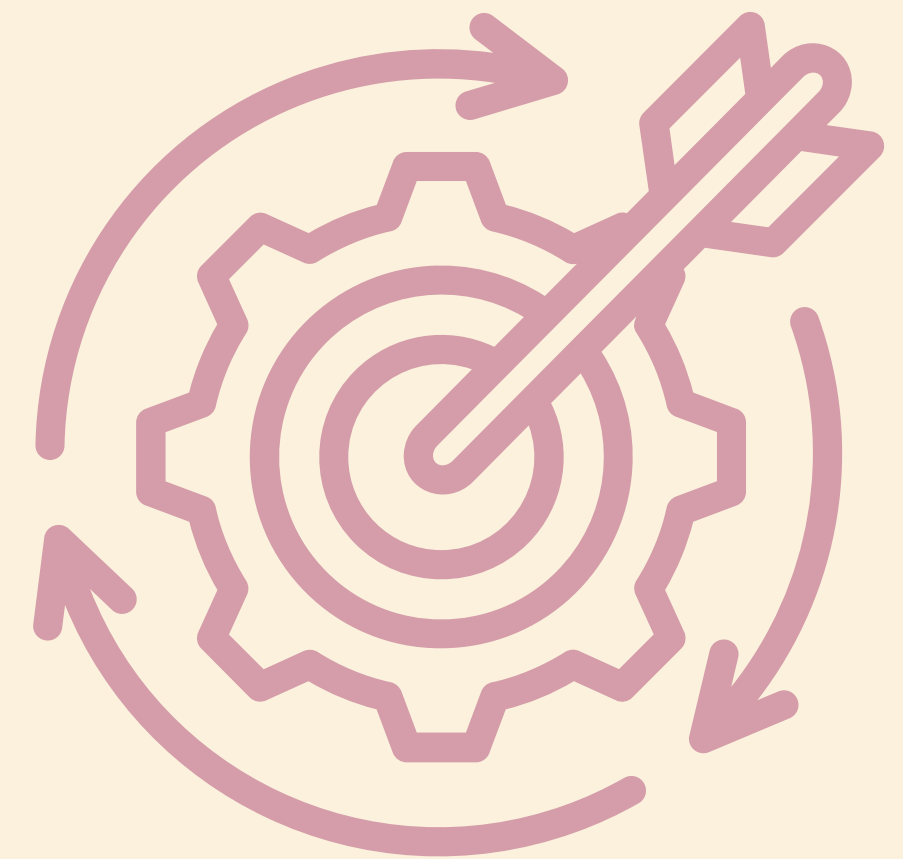
**ALL ABOUT
HOME CARE**

Effective

Are We Effective?

- Are care plans up to date and person-centred?
- Are we supporting health and wellbeing outcomes?
- Are training and skills up to date?

Effective care means knowing our service users well and using our skills to support their goals. This is where policies like those from **QCS** really help in giving us a solid, informed foundation.



**ALL ABOUT
HOME CARE**

Caring

Are We Caring?

- Do we treat everyone with dignity and respect?
- Are we kind, compassionate, and patient?
- Do service users feel listened to?
- How do we go above and beyond?

This is what makes the biggest impression: how we interact. It's not just what we do, but how we do it. You're all doing amazing work, and it shows in every kind word, every small act.



**ALL ABOUT
HOME CARE**

Responsive

Are We Responsive?

- Are we meeting changing needs quickly?
- Is feedback listened to and acted on?
- Do we personalise support?

Responsive care means being flexible, alert, and always tailoring support. It also means listening to families and adapting when people's needs evolve.



**ALL ABOUT
HOME CARE**

Well-led

Are We Well-Led?

- Are roles and responsibilities clear?
- Is leadership visible, supportive, and accountable?
- Are we constantly learning and improving?
- Do we exercise the freedom to speak up

Well-led isn't just about management—it's about everyone knowing their role, being supported, and feeling part of a team that values improvement and transparency filtered down from the top.



**ALL ABOUT
HOME CARE**

Your Role

- Know and understand key policies and procedures and where to find them (QCS)
- Keep records clear, honest, and accurate
- Speak up when something's not right, or makes you feel uncomfortable
- Work as trained
- Be proud of your care, it shows
- Keep your mandatory training up to date

Every one of you plays a key part. From record-keeping to daily kindness, inspections reflect you. Let's keep that pride alive by staying confident and informed.



**ALL ABOUT
HOME CARE**

What to expect in an inspection

- 24-48 hours' notice
- One inspector would come on-site for 1-2 days
- An expert by experience would work 'off site' on phone calls to clients, staff and other external professionals.

Depending on what Key Line of Enquiry they are inspecting will depend on what evidence they will want to see, but evidence can include:

- Telephone interviews with staff and clients
- Interviewing external professionals e.g. physio's / Social services / DN's etc.
- Observations of care (sometimes)
- Company policies and procedures.
- Check staff training records
- Look at our system and all its functionality
- Check supervision and appraisal records

- Management meeting notes
- Team meetings notes
- Quality Assurance Systems in place e.g. clients/staff surveys
- Client care plans & reviews
- Complaints records
- Safeguarding records
- Accidents & Incident records
- Internal audits in place.

Inspections involve a mix of seeing, asking, and reviewing. Be yourself; just be ready to explain why you do what you do and how it supports best practice.



**ALL ABOUT
HOME CARE**

Top Tips for the Day

- Stay calm and professional.
- You may or may not be contacted.
- Refresh your knowledge of key policies and procedures e.g. safeguarding, whistleblowing
- Speak honestly and confidently
- Use examples to show outstanding practice
- Don't be afraid to say 'let me double-check that'
- Remember all those 'above and beyond' examples

Inspectors aren't looking for perfection. They want to see the business in 'real' life. Confidence comes from knowing your work and being honest and passionate about your role every day.



**ALL ABOUT
HOME CARE**

Final Thoughts

Let's Keep Outstanding

- Outstanding care is our standard
- Policies and procedures are there to guide and protect us, not burden.
- Every visit and interaction counts.
- Everyone makes mistakes, it's how we learn from them.

This isn't about passing a test. It's about living our values every day, with every person. Let's stay informed, stay connected, and **keep raising the bar.**



**ALL ABOUT
HOME CARE**