

A circular inset image showing a person's hand holding a magnifying glass over a small, detailed model of a brick house with a chimney and multiple windows. The house is on a reflective surface. The background is a light blue gradient.

# **SRG CARE CONSULTANCY GUIDE TO**

# **CQC INSPECTIONS WHERE AND WHAT TO EXPECT**

[www.srglimited.co.uk](http://www.srglimited.co.uk)  
0330 133 0174

# Types of inspections

**Comprehensive inspections** take an in-depth and holistic view across the whole service. Inspectors look at all five key questions to consider if the service is **safe**, **effective**, **caring**, **responsive** and **well-led**. We give a rating of outstanding, good, requires improvement or inadequate for each key question, as well as an overall rating for the service.

**Targeted inspections** have a narrower focus than focused inspections. They are intended to assess a particular risk or concern, for example whether a Warning Notice has been met or to look at tangible concerns about specific risks to people's safety.

**Focused inspections** are more targeted than comprehensive inspections: they are a response to specific information we have received or to follow up findings from a previous inspection. We do not look at all five key questions. However, we can expand a focused inspection into a comprehensive inspection, which does look at all five key questions if the scope needs to be broadened in the light of new concerns.

**Combined inspections** Some providers deliver services across the health and social care sectors, for example, mental health, community health, and care homes. These services are inspected in different ways. Where possible, we align our inspection process to minimise unnecessary burden on providers. Each service is inspected by specialist inspectors.

## KLOE

*we have a separate poster on these. If you would like one, please contact us.*

### **Key Line Of Enquiries**

CQC inspectors will follow each line of enquiry during inspections -

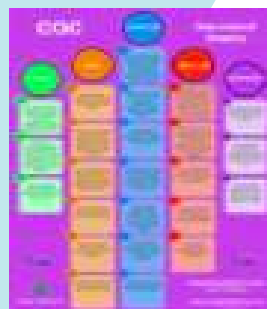
are they **safe**?

are they **effective**?

are they **caring**?

are they **responsive** to peoples needs?

are they **well-led**?



*All this information can be located on the CQC's website, under guidance for providers, adult social care, types of inspection.*

# How often will your service be inspected?

If service is rated **Good or Outstanding** - next visit is normally within 30 months of last report publication  
If the service is rated **Requires Improvement** - next visit is normally within 12 months of last report publication.  
If the service is rated **Inadequate** - next visit is normally within 6 months of last report publication.

**Newly registered services** – first inspection is normally scheduled between 6 and 12 months from the date of registration.

These timescales are the maximum time periods in which they would inspect. However, if the CQC receive information of risk or concern about the service or information that the service has improved, they may carry out another inspection sooner than originally scheduled. Alternatively, depending on the nature of the issue they could just carry out a focused inspection instead.

## preparations prior to your visit

Your inspector will review all documents about your service, such as complaints, notification that have been submitted and alerts. This will assist them in deciding about what areas will be the focus points for the inspection.

If they are concerned or are worried, then they will not announce their visit and you will not know when to expect them.



### Paperwork that you will need for your visit:

**Provider Information Return (PIR)** - this document gives you a chance to show the CQC your best practice under each KLoE.

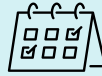
**Statement of Purpose** - this document describes what you do, location and how you do this for and must be up to date with the Registered Manager details.

**Notifications** - any notifications you have sent to CQC.

**Service Users Guide** - again needs to be up to date with relevant information that you would give to your service users including a complaints procedure.

# On the day of the inspection/visit

The inspection can last one day however this does depend on the size of your service and what type of care you provide, if they have worries and if they are any outstanding actions.



Inspectors will always show you ID and tell why they are there and can you set them up with some space to work.



They will speak to a selection of staff and service users and make notes to check this against what has been recorded so that they can build a full picture of your service to be able to produce your report.



Whilst on site they review the following where appropriate: Care plans, Risk Assessments, Medication (MAR), Safeguarding File, Complaints, COVID File, Infection Control, Staff Files, Training Matrix, Policies and Procedures and Quality Assurance.



They will also carry out observations of interactions between staff and service users.



## Feedback on Visit

At the end of the visit the lead inspector will meet with the Registered Manager and/or other appropriate member of staff to provide feedback – this is high level feedback only and should have some examples, however, will not include any ratings.

## Following the inspection

After each inspection, an inspection report will be published with a rating on the CQC website.

| Ratings                                 |      |
|---|------|
| <b>Overall rating for this location</b> | Good |
| Are services safe?                      | Good |
| Are services effective?                 | Good |
| Are services caring?                    | Good |
| Are services responsive?                | Good |
| Are services well led?                  | Good |

*Ratings and colours will vary depending on their findings*

The report is written by the lead inspector and will describe any good practice and any concerns they have.