

Providing impactful feedback in your CQC assessment



Skills for Care registered manager webinar Tuesday 24 September 2024

Here are some useful links and websites for more information.

All our recorded registered manager webinars on a variety of topics, including this one, can be found on our [website](#).

Resource links

Skills for Care

- [Good and outstanding \(GO\) care range](#)
- [Inspection toolkit](#)
- [GO Guide](#)
- [CQC seminars and workshops](#)
- [eLearning](#)
- [Registered manager networks](#)
- [The care exchange podcast](#)
- [A positive culture toolkit for adult social care](#)
- [Support in your area](#)

Social media:

- [LinkedIn](#)
- [Facebook](#)
- [X](#)

Other resources

- [Care research](#)
 - research@careresearch.co.uk
 - www.linkedin.com/in/louiewerth/
- [The Care Quality Commission \(CQC\)](#)
 - [Single assessment framework](#)
 - [How we reach a rating](#)
 - [Evidence categories for sector groups](#)
 - [Care homes and supported living services](#)
 - [Homecare and shared lives services](#)

Useful templates and information – provided by Care Research

1. Permission slip

The Care Quality Commission (CQC) has developed a new way of assessing services called the Single Assessment Framework. One of the big changes is that the CQC wish to speak directly to staff outside of on-site assessment visits. To do this, the CQC will request your personal information (phone number or email address) with us.

There are many ways in which the CQC may wish to speak to staff. This includes:

- A phone call
- 1:1 virtual meeting
- Email
- A focus group virtual meeting
- The CQC's 'Give feedback on care' online form.

We are aware of the importance of handling your personal data carefully and being mindful of your wishes and preferences in relation to being contacted by the CQC. As a result, this permission slip tells us if you'd like to connect with the CQC and in what ways.

Name:

1. I am willing to be contacted by the CQC (please circle) YES NO

If you selected yes, please respond to all remaining questions.

2. I give permission for my personal phone number to be shared with the CQC (please circle) YES NO

Please note that when the CQC calls your personal phone, it will likely show as a private or withheld phone number.

3. I give permission for my email address to be shared with the CQC (please circle) YES NO

4. What are your preferred communication approaches with the CQC (please circle all that apply)

- 1:1 phone call
- 1:1 virtual meeting
- Email
- Focus group (virtual meeting with other staff members)
- The CQC's 'Feedback on care' online form

5. When would you prefer to be contacted by the CQC (please circle all that apply)

- During your working hours
- Outside of your working hours
- Day time
- Evening
- Weekend

.....
Signature

.....
Date

Please inform us if your contact details or preferences change.

2. Evidence categories

Sector groupings	Link to website	Evidence categories	Safe	Effective	Caring	Responsive	Well led	Evidence categories
			Learning culture Safe systems, pathways and transitions Safeguarding Involving people to manage safe environments Infection prevention and control Safe and effective staffing Medicines optimisation	Assessing needs Delivering evidence-based care and treatment How staff, teams and services work together Supporting people to live healthier lives Monitoring and improving outcomes Consent to care and treatment	Kindness, compassion and dignity Treating people as individuals Independence, choice and control Responding to people's needs Workforce wellbeing and enablement	Person-centred care Care provision, integration Providing information Listening to and involving people Equity in access Equity in experiences and outcomes Planning for the future	Shared direction and culture Capable, compassionate and inclusive leaders Freedom to speak up Governance and assurance Partnerships and networks Learning, improvement and innovation Environmental sustainability – sustainable development Workforce equality, diversity and inclusion	
Home care and shared lives	https://www.cqc.org.uk/assessment/evidence-categories/homecare-and-shared-lives	People's Experience						People's Experience
		Feedback from staff and leaders						Feedback from staff and leaders
		Feedback from partners						Feedback from partners
		Observation						Observation
		Processes						Processes
		Outcomes						Outcomes
Care homes and supported living	https://www.cqc.org.uk/assessment/evidence-categories/care-homes-and-supported-living	People's Experience						People's Experience
		Feedback from staff and leaders						Feedback from staff and leaders
		Feedback from partners						Feedback from partners
		Observation						Observation
		Processes						Processes
		Outcomes						Outcomes