**Preparing for your CQC assessment checklist**

**This checklist is aimed at ensuring regulated adult social care services are prepared to evidence they are meeting the CQC standards.**

### Step 1: Knowing what is expected

|  | **Yes** | **No** | **N/A** | **Action** |
| --- | --- | --- | --- | --- |
| We understand the CQC Fundamental standards, regulations, and guidance and how they relate to our service. | [ ]  | [ ]  | [ ]  |       |
| We understand our responsibilities around submitting notifications to the CQC. | [ ]  | [ ]  | [ ]  |       |
| Our managers and leaders understand how the CQC assess and rate services and what could cause our service to fall below the standards. | [ ]  | [ ]  | [ ]  |       |
| We understand what the CQC will be looking for in terms of evidence as part of the monitoring and assessment process. | [ ]  | [ ]  | [ ]  |       |
| Our managers and leaders have the experience and ability to enable us to demonstrate we are Safe, Effective, Caring, Responsive and Well-led. | [ ]  | [ ]  | [ ]  |       |
| We know what data the CQC expects us to regularly provide as part of their ongoing monitoring and assessment process. | [ ]  | [ ]  | [ ]  |       |
| We understand how systems such as ASC-WDS can help us to share the data the CQC needs. | [ ]  | [ ]  | [ ]  |       |
| Our owners provide the necessary support, investment and people resources needed to enable us to deliver care aligned to the CQC standards. | [ ]  | [ ]  | [ ]  |       |

### Step 2: Involving the people you support

|  | **Yes** | **No** | **N/A** | **Action** |
| --- | --- | --- | --- | --- |
| People are at the heart of our service. We ensure that we are consistent in supporting them equally in the care they receive. | [ ]  | [ ]  | [ ]  |       |
| We involve the people we support, their family, friends, and advocates in helping us to prepare for CQC assessment and meet quality standards expected. | [ ]  | [ ]  | [ ]  |       |
| We ensure that the people we support, families, friends, and our own staff understand that the CQC may interview them as part of the inspection. | [ ]  | [ ]  | [ ]  |       |
| Where we have received complaints or feedback, we can clearly evidence how we took required actions and effectively communicated this. | [ ]  | [ ]  | [ ]  |       |
| We keep the people we support, families and friends regularly updated about the service, via one-to-ones, group or other forms of engagement (e.g. newsletters etc.) | [ ]  | [ ]  | [ ]  |       |
| Our open and transparent culture enables us to respond to issues that could impact our quality of care before they are identified by the CQC. | [ ]  | [ ]  | [ ]  |       |

### Step 3: Involving your staff teams

|  | **Yes** | **No** | **N/A** | **Action** |
| --- | --- | --- | --- | --- |
| Our training and development plans ensure all our staff are capable and confident to deliver the standards of care expected by the CQC. We regularly assess staff competence and provide additional training where needed. | [ ]  | [ ]  | [ ]  |       |
| Our recruitment and performance management processes ensure our staff teams are consistently committed to delivering high levels of care. | [ ]  | [ ]  | [ ]  |       |
| We discuss CQC monitoring and assessment in our team meetings and one-to-one discussions with staff, ensuring they are familiar with the process and how they may be involved. | [ ]  | [ ]  | [ ]  |       |
| Our staff teams help to identify examples of the difference we are making to people lives, enabling us to provide evidence to the CQC. | [ ]  | [ ]  | [ ]  |       |
| We regularly review the evidence we plan to present to the CQC and ensure we can share the strongest examples of the quality of care we provide. | [ ]  | [ ]  | [ ]  |       |
| Our managers, leaders and wider staff team know how to access further evidence if we need to share this with the CQC during or following the assessment.  | [ ]  | [ ]  | [ ]  |       |
| We have ensured that all documents are regularly reviewed and updated, removing inconsistencies between our policy, procedures, and practice. | [ ]  | [ ]  | [ ]  |       |
| Our staff teams know what good looks like, and we are prepared to showcase how our care meets or exceeds CQC standards. | [ ]  | [ ]  | [ ]  |       |

### Step 4: Ensuring you are ready

|  | **Yes** | **No** | **N/A** | **Action** |
| --- | --- | --- | --- | --- |
| Our governance arrangements and quality assurance policy and procedures enable us to know how we are performing and where improvements are needed. | [ ]  | [ ]  | [ ]  |       |
| We use spot checks, audits, and mock assessments to help us build confidence in our staff team and help us to identify any gaps in our quality of care. | [ ]  | [ ]  | [ ]  |       |
| We draw on external expertise and our partnerships to know what the latest best practice looks like. | [ ]  | [ ]  | [ ]  |       |
| Our engagement with external professionals and other services lets us to know what others would say about us if asked by the CQC. | [ ]  | [ ]  | [ ]  |       |
| We understand how our organisation is viewed by our local community. | [ ]  | [ ]  | [ ]  |       |
| Where areas for improvement have previously been identified, we can evidence how these were successfully addressed and implemented. | [ ]  | [ ]  | [ ]  |       |
| We can demonstrate how our service continually improves, showcasing recent examples. | [ ]  | [ ]  | [ ]  |       |
| We keep informed of latest good practice via CQC newsletters, as well as updates from Skills for Care, NICE, SCIE and The Outstanding Society. | [ ]  | [ ]  | [ ]  |       |
| We use the GO Online: Inspection toolkit to learn about the latest good and best practice and associated resources that can help you meet CQC monitoring and assessment expectations. | [ ]  | [ ]  | [ ]  |       |
| We will be open and honest in all engagement we have with the CQC. | [ ]  | [ ]  | [ ]  |       |
| We are confident that we are ready for assessment. | [ ]  | [ ]  | [ ]  |       |

**Resources to help**

Skills for Care’s Good and Outstanding care resources help you to be ready for your next CQC assessment. Our resources include an Inspection Toolkit, practical guides and learning opportunities to meet or exceed CQC expectations.

[www.skillsforcare.org.uk/go](http://www.skillsforcare.org.uk/go)