Delphi Care Solutions

At Delphi Care Solutions, we take pride in our multidisciplinary team and extensive expertise.

With former CQC inspectors, operational managers, and industry specialists, we have the experience to support you across all areas of the health and social care sector.

Responsive: A Practical Guide to CQC Readiness

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20 years of experience as an Operations manager and Nominated Individual supporting a group of LD/MH homes in the Midlands.
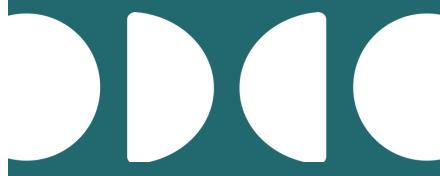
Ex Specialist Advisor for CQC

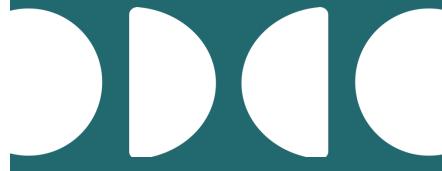BOOK A MEETING WITH ME

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Objectives

➢ Understand what 'Responsive' means in the CQC context,

➢ Recognise key areas of evidence,

➢ Use real-life examples to reflect on your current practice,

➢ And apply a practical checklist to your service to stay inspection-ready."

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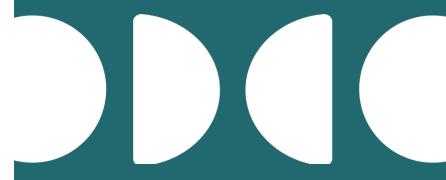care solutions

What does Responsive mean?

"CQC defines a responsive service as one that 'organises and delivers services to meet people's needs.' It's about being person-centred, adaptable, and timely—especially when people's needs change. This is where culture and values meet good systems and planning."

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Responsive Quality Statements

➢ Person Centred Care

➢ Care Provision Integration & Continuity

➢ Providing Information

➢ Listening to and Involving people

➢ Equity in Access

➢ Equity in Experience Outcomes

➢ Planning for the future

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Examples
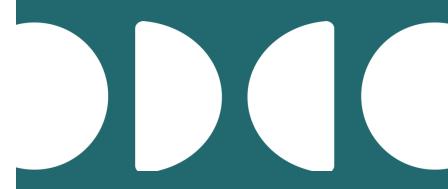
1. Wilford View Care Home – Nottingham

Rating: Outstanding overall; Responsive domain rated as Outstanding

Highlights: The CQC commended Wilford View Care Home for significant improvements, particularly in responsiveness. The service was noted for its enhanced person-centred care and timely adaptations to residents' needs.

2. Lennox House – Islington

Rating: Good overall; Responsive domain rated as Good

Highlights: Inspectors praised Lennox House for its person-centred approach, highlighting strong relationships between staff and residents. Residents were actively involved in their care plans, and staff were recognized for their respectful and communicative interactions

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Inadequate

•Residents were found to be at "serious risk of abuse," including reports of physical harm.

•Staff were inexperienced, and there were incidents of physical harm to residents.

•Inadequate measures were in place to deal with hot weather, posing additional risks to residents.

•The home was also rated inadequate in the categories of effective, caring, and well-led

•Residents experienced delays in receiving assistance, with some having to bang on tables or shout
to get attention.

•A lack of oversight in communal areas led to residents waiting for help with essential needs,
such as using the toilet.

•Care plans did not accurately reflect individual risks or personal preferences, indicating a failure to
provide person-centred care.

•Some residents felt unsafe but were afraid to report concerns due to fear of negative repercussions

Care Planning & Individual Needs

A key part of demonstrating responsiveness is your care planning. Are you actively tailoring care to people's likes, dislikes, communication needs, routines, or background?

It's not enough to have the information—you need to show how you use it to adapt care."

"Consider a resident who is a retired gardener and spent decades working outdoors. Since moving into the care home, they've become withdrawn. A responsive approach might involve adjusting their care plan to include regular access to a sensory garden, opportunities to pot plants, or even helping with light tasks like watering flowers. It's about seeing beyond the diagnosis and adapting care based on who the person truly is."

Feedback, Complaints & Learning

"Responsive services welcome feedback and use it to improve. The CQC doesn't just want to see you record complaints—they want to see you *learn* from them.

Scenario
A family member raised a concern that their relative, a resident with limited mobility, was often left waiting too long for help with toileting, particularly during busy evening periods. They had logged this with the care home's manager after noticing increased distress and a reluctance from the resident to ask for help.

Outcome:
The complaint triggered a **local review by management**, which revealed that staffing allocation during the evening shift was insufficient to meet peak care demands.

Actions Taken:

➢ Shift patterns were **restructured** to ensure more staff were available during known busy times.

➢ A new **call bell response audit** was introduced to monitor response times.

➢ Staff received a refresher on **dignity in care** and the importance of timely assistance.

➢ The family was involved in the follow-up and reported improved responsiveness within weeks.

CQC Impact:
During the next inspection, the provider shared this incident and their improvements as part of their **"You Said, We Did"** file. The CQC noted improved staff deployment and response time monitoring under the **Responsive** key question.

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Equality, Diversity & Inclusion

This is often overlooked but critical. Responsive care must account for protected characteristics—LGBTQ+ identities, religion, language, neurodiversity. If a person's identity affects how they want to be cared for, we must reflect that clearly and respectfully."

Example:

A transgender woman entering a care home expressed anxiety due to past discrimination. The home responded by documenting her preferred name/pronouns, updating policies for gender inclusivity, providing staff training on LGBTQ+ awareness, and offering personalised support, including a female keyworker and community links.

Impact: The resident felt safe and included, staff became more confident in inclusive care, and the CQC later praised the home for respecting identity and diversity under the **'Responsive'** and **'Caring'** domains.

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Responsive Scenario

Let's put this into practice with a real-world scenario

I'll describe a situation, and I'd like you to think about how your service might respond in a way that aligns with CQC's Responsive domain.

''A resident who usually attends weekly Sunday worship in the home's quiet room suddenly stops going. Staff assume they've lost interest, and no one checks in with them for over a week. What would a **responsive** service do differently?''

Top Tips – Have your house in order, Day 1 is not inspection day

➢ Know Your Residents Well

Ensure care plans are person-centred, regularly updated, and reflect individual preferences, needs, and life history. Staff should be able to speak confidently about people's preferences, communication styles, and cultural or religious needs.

➢ Evidence Personalisation

Demonstrate how services are tailored to individuals (e.g., food choices, activity plans, routines). Keep logs or visual evidence (photos, activity boards, testimonials) showing how people are meaningfully involved.

➢ Proactive Communication

Ensure systems are in place to listen to residents, families, and advocates (e.g., surveys, resident meetings, feedback forms). Show how you respond to feedback and what improvements have been made as a result.

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➢ 4. Responsive to Changing Needs

Ensure staff know how to escalate concerns about changing needs (e.g., referrals, reassessments).Track how promptly care plans are updated and acted upon when residents' conditions change.

➢ 5. Robust Complaints Handling

Have a clear, accessible complaints policy and display it. Keep a complaints log showing timely responses and actions taken—even for informal or verbal concerns. Use complaint outcomes to drive improvement.

➢ 6. Meaningful Activities

Offer a variety of inclusive activities that reflect individual interests, backgrounds, and capabilities. Adapt activities for those with dementia, sensory impairments, or physical disabilities. Keep attendance records and feedback from residents.

➢ 7. Inclusive End of Life Care

Ensure people's wishes are recorded early, sensitively, and respectfully. Show staff have been trained in delivering compassionate, individualised end of life care. Collaborate with palliative care teams and families.

➢ 8. Access and Equity

Make reasonable adjustments for people with sensory, cognitive, or mobility issues (e.g., signage, hearing loops, translation).Demonstrate how you're inclusive for people from different backgrounds, faiths, or the LGBTQ+ community.

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➢ 9. Monitor Responsiveness

Use audits to assess how quickly you respond to requests, complaints, changes in condition, or family concerns. Set and monitor KPIs for response times (e.g., updating care plans within 24 hours of change).

➢ 10. Train and Empower Staff

Train staff in person-centred care, communication, cultural sensitivity, and responsiveness. Make sure they understand what the Responsive domain means and how their role contributes to it. Encourage a culture of listening, learning, and adapting.

How We Can Help

Delphi Support

➢ Mock CQC inspections and board-level governance reviews

➢ Enforcement, crisis management, and interim management solutions

➢ Expert multidisciplinary team support and strategic advice

➢ Continuous, sustainable improvement through proactive implementation

➢ Subscription Packages with auditing tools for enhanced ratings, revenue, and reputation

➢ Quality and compliance due diligence for pre-acquisition/investment assessments

➢ Development of proactive exit strategies

➢ Investor support for informed decision-making and profitable outcomes

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