

Care inspections: hints and tips from the Citation experts

We know that ideally, every care provider would be getting a 'good' or 'outstanding' rating in their Care Quality Commission (CQC) inspections. But we also know that realistically, this can be difficult. Over at Citation, we have a bunch of proven tips to improve or enhance your care service's rating – so there's no need to worry about slipping into a 'requires improvement' rating.

What's involved in a CQC inspection?

Whether you're a new business or you've already experienced a CQC inspection, a refresher is never a bad thing. Currently, CQC inspections take place according to the last rating your care home got, and they're carried out to make sure care facilities are meeting high standards and that residents are receiving the best care and support they possibly can.

As it stands, the CQC uses a Key Lines of Enquiry (KLOEs) framework. This framework is really clear in its expectations, so it's easy to see which areas you might need to work on and what your inspector recommends. It's important to note that by the end of the year the CQC will be moving away from KLOEs and replacing them with Quality Statements. The idea of Quality Statements is to show how services and providers need to work together to plan and deliver high quality care.

The CQC key questions

There are five key questions that the CQC uses to measure the overall rating of a service:

1. Is your care home safe?
2. Is your service effective?
3. Is your service caring?
4. Are you responsive?
5. Is your service well-led?

There's quite a lot more to these key questions, and CQC inspections themselves, and you can find all the information you need on the [CQC website](#).

Instant barriers to achieving a 'good' or 'outstanding' rating

There are some situations where you'll get a 'requires improvement' rating anyway, no matter how good your care is. This will happen if you're breaching any CQC regulations, like:

- You don't have a registered manager in place
- You haven't returned PIR information when requested
- Statutory notifications aren't being submitted

So, how do you smash your inspections?

Let's take a look at some of the ways you can make sure you secure the best rating you can. These tips are taken from the full Citation guide to care inspections – which includes **100 tips** to make sure your inspection goes the way you want it to.

Focus on people

The people you care for are at the heart of your service – so to make sure you, your employees and managers are on the same page, here's a few top tips for a person-centred approach.

- Make sure all employees treat everyone with kindness, compassion, dignity and respect

- Involve people and their relatives in how their care is provided
- Make sure all risk assessments for people in your care are up to date
- Make sure the environment is designed and decorated to support people's needs

Value employees

Happy employees stay longer and work harder – your employees are the backbone of your business, so make sure you're doing everything you can to enrich your relationship with them.

- Talk to employees and raise awareness of the areas the regulator will look at during the inspection
- Make sure employees are effectively trained to carry out their roles, including a robust induction
- Promote and support employee wellbeing e.g. with teambuilding events and one-to-one catchups
- Listen to employees' views and concerns – and act on them

Strive to improve

There's no such thing as perfect – and you can always make room for improvements that'll benefit your employees, the people in your care and your business.

- Document all your good practices and write up any improvements as you go
- Carry out comprehensive audits that help identify patterns and trends to support improvement
- Embed a strong framework of accountability to monitor performance
- Involve specialists in the monitoring and continual improvement of your service

Health & Safety

Health & Safety can be a minefield – but having all the right measures in place keeps you on the right side of the law, and keeps your employees, business and people safe.

- Make sure all employees receive training and understand basic Health & Safety issues – including fire safety, moving and handling and basic life support
- Regularly check and maintain all equipment and services
- Prevent and control infections to ensure people in your care are protected
- Report and investigate accidents, incidents and concerns in an open and transparent way

Want more top tips? [Download the full Citation guide to care inspections](#) for even more tips and tricks. And that's not even the best Citation can provide. As a client, you could be getting mock inspections, CQC Pro, care policies and procedure templates, fire risk assessments and ISO certification – as well as 24/7 HR and Health & Safety support.

Citation – by your side.

As a WMCA partner, we're a trusted provider in the industry – so you can have faith that we know how to help you manage the challenges unique to your care home setting.

If you'd like to chat about how Citation can help with your HR and Health & Safety, just give us a call on **0345 844 1111** or [click here](#).