

Our new  
approach:  
now and for  
the future



# Our purpose and role

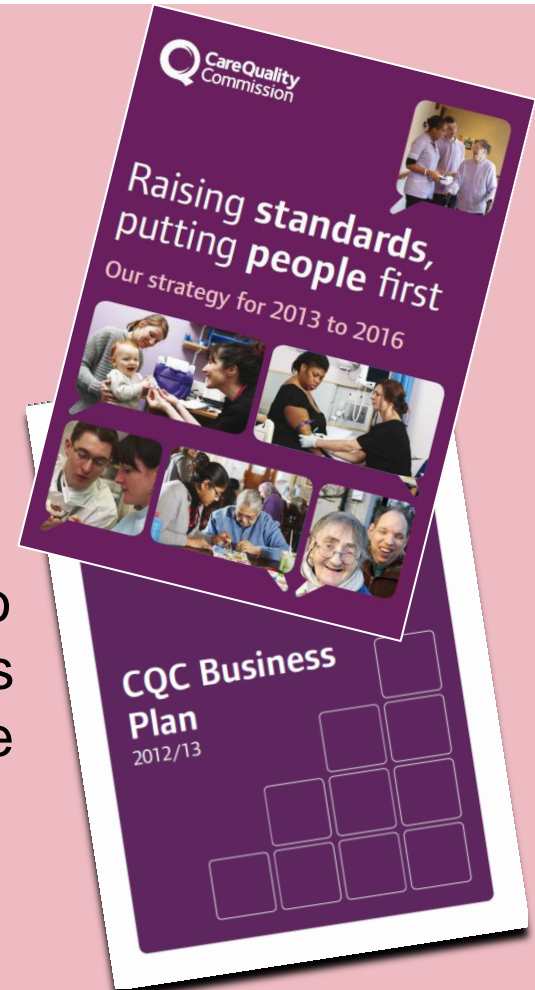


## Our purpose

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve

## Our role

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care



# The Mum Test

Is it  
effective?

Is it responsive to  
people's needs?

Is it safe?

Is it  
well-led?



Is it caring?

***Is it good enough for my Mum?***

## Delivering on priorities (2)

KLOES &  
Ratings  
published  
September  
2014

New  
approach  
inspections  
rolled out  
October  
2014




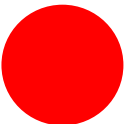
State of Care  
*Cracks in the  
Pathway*  
*First Ratings*  
October 2014

New  
regulations  
including Fit  
and Proper  
Person and  
Duty of  
Candour  
introduced  
April 2015

All ASC  
services  
rated by  
September  
2016

# Kent & Medway ratings at 8/9/15



Outstanding		3
Good		107
Requires improvement		100
Inadequate		24

As at 8/9/15

Active ASC locations in Kent & Medway, total 930  
Nursing homes- 128 with 6,176 beds  
Care homes without nursing- 579 with 10,381 beds  
DCA's 243 (213 Kent 30 Medway)

Top areas of non compliance at 8/9/15

QAS/good governance

Records

Care and treatment- care plans and risk assessments

Medicines

Staff training and supervision

Consent

Staffing levels

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## Top tips for inspection

1. Talk to people using your service. Listen to what they say.
  2. Act on what they say, this impacts on all five key questions.
  3. Talk to staff and stakeholders. Listen to what they say, act on it.
  4. Know the KLOES, regulations, characteristics, know what good looks like.
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5. Get a provider handbook.
  6. Use CQC website, keep up to date, get 'in the know.'
  7. Get your care planning and risk assessment right, this crosses all five domains.
  8. Do not get a limiter on well led. Complete your PIR, have a RM if you need one, meet your conditions of registrations, notify CQC in line with regulations.
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9. Audit against the KLOES and fundamental standards, take action when you identify an issue, be open and transparent.

10. Prepare yourself and your staff.

CQC is looking at more and in more detail, we may be inspecting for two days or more, we will be in a team, the inspection will be unannounced, unless DCA. We will ask you to show us evidence, so have it ready and accessible.

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# Thank you



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