

## HOW TO PREPARE FOR YOUR CQC INSPECTION

The starting point is understanding the CQC requirements including the evidence required.

There are now 34 Quality Statements that are reviewed within 6 evidence categories which are:

- [People's experience of health and care services](#)
- [Feedback from staff and leaders](#)
- [Feedback from partners](#)
- [Observation](#)
- [Processes](#)
- [Outcomes](#)

You should carry out a baseline and self-assess the evidence you have to identify the gaps required to meet a good rating. Some providers choose to have a mock inspection carried out by a compliance expert who can identify your compliance levels and gaps. They may offer a service to help fill those gaps such as providing policies which may help speed up the process.

You should get all team members involved with the understanding that CQC should not be an add on but part of business as usual to ensure you are providing a safe, effective, caring, responsive and well led service. Where possible, you should allocate tasks to other team members and keep an action plan or tracker with regular reviews to track progress. You should also celebrate successes along the journey. If you are unsure of any areas of CQC, you should initially look on the CQC website for guidance and the MythBusters may help. If you still need assistance, please reach out to us so we can guide you through any issues or uncertainty you may have.

Finally, ensure that your governance process is robust and covers reviews of policies and who is accountable and responsible in the delivery of the action plan. Remember, this is an ongoing assessment process, so reviews are essential so have CQC as an action point on meeting agendas to really embed this within your team culture.