



CQC Awareness and Preparing for the Single Assessment

Our CQC Awareness course provides comprehensive guidance for healthcare providers and organisations preparing for the Care Quality Commission (CQC) assessment in the UK healthcare sector. Learn how to navigate the assessment process efficiently whilst ensuring compliance with CQC requirements and promoting a culture of continuous improvement within your organisations.

Participants will gain an understanding of the CQC's key lines of inquiry, how to prepare documentation and evidence, implement best practices for governance and leadership and effectively engage with CQC inspectors during the assessment. By the end of the course, you will be equipped with the knowledge and tools necessary to confidently prepare for and succeed in the CQC assessment, ultimately contributing to the delivery of safe, effective, compassionate, and high-quality care services.

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Learning Outcomes

- Identify key changes to the CQC inspection process
- Recognise CQC's single assessment of framework, key questions and quality statements
- Identify 'we' statements and discuss how to evidence them
- Calculate a rating using the new CQC scoring system

Course Content

Module 1: Understanding the 13 Standards of Quality Care:

- This module provides a comprehensive overview of the 13 standards that define the quality of care expected by the Care Quality Commission (CQC).

Module 2: Integrated Care Systems and Partnerships:

- We will explore the importance of collaboration and integration across healthcare services to meet the Care Quality Commission's (CQC) standards. Participants will examine the principles of integrated care and learn about effective partnership models between healthcare providers, social care services, and community organisations.

Module 3: Changes to Communications:

- Understanding updates and revisions in the methods, procedures, and requirements for communication between healthcare providers and the CQC

Course Content

Module 4: The 6 Categories of Evidence:

- This module provides a detailed exploration of the six categories of evidence crucial for demonstrating compliance with the Care Quality Commission (CQC) standards. Participants will learn about written documentation, observational evidence, oral evidence, documentary evidence, analytical evidence, and testimonial evidence.

Module 5: Understanding Quality Statements:

- Understanding the core principles and components of quality statements outlined by the Care Quality Commission (CQC). Participants will explore how quality statements define expectations for care provision and learn how to interpret and apply them effectively to ensure compliance and enhance service quality.

Module 6: Qualities and Behaviours within the Leadership and Quality Framework:

- This module explores the essential qualities and behaviours outlined in the Leadership and Quality Framework (LQF) for healthcare professionals. Participants will examine leadership traits, accountability, empowerment, collaboration, innovation, and effective communication strategies essential for promoting a culture of quality and safety within healthcare organisations.

Module 7: Understanding the CQC Inspection Methodology:

- Understanding the CQC inspection methodology; a systematic approach to assessing healthcare providers' compliance with regulatory standards and expectations.

Course Content

Module 8: The Wellbeing of Frontline Staff:

- Addressing the crucial aspect of supporting frontline healthcare workers' mental and emotional well-being. The CQC expects providers, commissioners and leaders to support and enable staff to always deliver person-centred care.

Module 9: Training:

- Educating and preparing staff to ensure they have the necessary knowledge, skills, and competencies to deliver safe, effective, and high-quality care. The CQC often assesses healthcare providers' training programs to ensure staff are adequately trained in areas such as safeguarding, infection control, medication management, and patient-centered care.

Module 10: The CQC Scoring and Ratings System:

- Understanding the Care Quality Commission's scoring and ratings system. Participants will learn how inspections are scored, how ratings are determined, and the implications of ratings for healthcare providers.

Module 11: Records and Evidence:

- Understanding the importance of accurate record-keeping and evidence collection in meeting Care Quality Commission (CQC) standards. Participants will learn best practices for maintaining comprehensive records, gathering evidence, and preparing documentation for inspections.

Course Content

Module 12: During and After a CQC Inspection:

- Participants will learn how to prepare staff, communicate effectively with inspectors, and navigate the inspection process, and will explore strategies for addressing findings and implementing improvements post-inspection.