

# CQC Inspections

## APPRENTICESHIP PROGRAMME - NEXT STEPS

Once you have completed the induction for the e-portfolio system, as part of your first assessment plan you will be required to submit evidence to confirm the following:

- That you read through this document on your start date
- What you learnt from this reading and how this is useful in relation to your job role.

Your initial learning for your programme will be around the role of the CQC Inspector in relation to your workplace. This information links into all aspects of your programme. It is important that you have an understanding of this subject, in relation to both your job role and responsibilities within the workplace.

While working in the sector, you may experience an inspection, so it is vital that you have information to hand in relation to what to expect and what will be involved.

If you are new to the sector, please do not worry about knowing all about the processes within your workplace immediately – this is what you will learn as you train with your employer and work through the programme. At this stage, it is just important to have knowledge that the inspections take place and be aware of the role of the CQC.

Please read through this document carefully, taking in the information and making any notes and discussing this with your manager if relevant.

## PRELUDE

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. The CQC conducts inspections of several services including: hospitals, care homes, dentists and GP practices (including dispensing doctors). The CQC sends teams of inspectors to the sites that it inspects. Teams of inspectors are made up of healthcare professionals, experienced inspectors and experts by experience. Pharmacist specialists look at different aspects of medicines management within a service.

## SCOPE

CQC inspections generally follow the same format irrespective of the site that is inspected. The length of time that inspections take and the make-up of the team that inspects a site will vary according to the site that is inspected. Hospital inspections will take place over several days and look at all aspects of the services that are delivered. Inspections of dispensing doctors' services will usually take one to two days and be part of a wider inspection of a GP surgery. The CQC has published guidance on its website about its standards, ratings and evidence that inspectors might look at.

## BEFORE THE INSPECTION

Pharmacist specialists are based in different areas of the country and will be part of inspection teams for inspections within their region. CCGs can be notified of inspections up to four weeks before they occur however unannounced inspections can sometimes take place. Comprehensive inspections look at all aspects of health and social care services and are conducted regularly. Focussed inspections are smaller in scale and can be as a result of a concern or change in circumstances for a provider.

### WHAT DO THEY LOOK AT?

Not an exhaustive list but these are general points which might be looked at. Inspectors look to triangulate information from different sources e.g. Do services meet their outcome targets? What do patients say about services?

The process usually is as follows:

- Inspector or inspection team will meet senior staff to explain the process and introduce themselves
- The care provider (GP practice, acute hospital, etc.) will sometimes give a presentation which gives their own view of their performance
- The inspection team uses key lines of enquiry to structure their visit and focus on areas of concerns or where the service is performing particularly well
- Inspectors will gather information by speaking to the staff, patients and public about services
- Information may be gathered through observation, reviewing records and looking at documents and policies
- Inspectors look to answer the same five questions of all the services they inspect:
  - 1) Are they safe? – services should safeguard from abuse and avoidable harm
  - 2) Are they effective? – services should be evidence based, achieve good outcomes and maintain the quality of life of service users
  - 3) Are they caring? – services should involve staff which are caring and treat service users with compassion, dignity and respect
  - 4) Are they responsible to people's needs? – services should meet the needs of patients using them
  - 5) Are they well-led? – leadership, management and governance of the organisation should mean that services provide high quality care that is based on individual needs. The systems in place should encourage learning and innovation and promote an open and fair culture

### AFTER THE INSPECTION

The inspector team will provide feedback throughout the inspection when there are areas of improvement or good practice and summarise this feedback at the end of the inspection. A report will be produced which is reflective of the judgement which has been made. The report will be published on the website along with the judgement as a public record.