



Target Audience

Managers at service and senior level who have a responsibility for a CQC registered service or as a line Manager of someone who does have that responsibility.

This course has been developed to give Managers an enhanced understanding of how the CQC inspect registered services under the inspection model and the changes that have come into place. Learners will gain a greater understanding on how to become an outstanding service and what will be expected of them to achieve the required outcomes.

This course will support Managers to involve others in preparing for an inspection, and will enable Managers to put in place systems to ensure inspections can be appropriately managed, and that standards are maintained in the absence of a Manager.

By attending this course, learners will gain an enhanced understanding of the 5 Key Questions, the fundamental standards, and how the inspections will be carried out within their services using the key lines of enquiry as prompts to look for sources of evidence.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, questionnaires, interactive polls, case studies for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ CQC Inspection Frameworks
- ◆ The Leadership Qualities Framework
- ◆ Skills for Care – Good and outstanding care guide

Course Content

- ◆ The inspection framework
- ◆ Provider Information Returns- PIR
- ◆ Fundamental Standards
- ◆ Key Lines of Enquiry- KLOE's
- ◆ Inspections and structure of the visit
- ◆ How the service is rated
- ◆ Managing your inspections – being prepared for the visit
- ◆ Supporting your team
- ◆ Self-audit and record keeping
- ◆ Action planning

Learning Outcomes

After attending this course, learners will be able to:

- ◆ Explain the changes to legislation and CQC standards
- ◆ Describe the new inspection model and changes
- ◆ Explain what Provider Information Returns are
- ◆ State the 5 key questions and the fundamental standards
- ◆ Explain how the key lines of enquiry will be used
- ◆ Explain the new ratings
- ◆ Prepare for and manage inspections
- ◆ Describe the need for accurate record keeping
- ◆ Demonstrate how to support your team
- ◆ Produce action plans
- ◆ Explain the CQC's enforcement powers

Duration: 6 Hours