

A photograph of four healthcare professionals in a meeting. A man in a suit and tie is leaning over a woman in blue scrubs who is looking at a laptop. A woman with a stethoscope around her neck and a man with glasses are also visible, looking at the laptop. The background is a blurred office setting.

CQC inspection preparation: Software to support self-auditing

A CQC inspection can be daunting for any health and social care provider especially as you may not be informed of the visit in advance. To combat any uncertainty around CQC inspections, it is imperative that you are always prepared for a visit by having full, real-time visibility of your quality and compliance status.

There are five questions the CQC ask of all care services.

- ✓ Are they safe?
- ✓ Are they effective?
- ✓ Are they caring?
- ✓ Are they responsive to people's needs?
- ✓ Are they well-led?

“ With Radar Healthcare we are able to better demonstrate how we manage and track issues to the CQC. We chose Radar Healthcare based on its flexibility and its ability to robustly track through issues, tasks and actions.

Richard Sharma, Medical Director

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Read on to find out how a digital approach to quality and compliance management can help you prepare for a CQC inspection...



What is non-compliance?

Non-compliance is a failure to act in line with regulatory standards and if a process is deemed to be non-compliant, this is followed up through evidence and record checks. An example given by the CQC is:

When we observe care being delivered, we may observe staff moving or lifting people in a way that appears to put them at risk, or that staff aren't engaging with people who use the service. This may lead us to check staff training records and policies, to confirm our findings and inform our judgements.

www.cqc.org.uk

Some examples of areas where healthcare organisations have failed CQC inspections include:

Documents and Policy

The practice had a number of policies and procedures to govern activity, but some of these were not accessible to staff when needed.

Incident and Risk Management

Risk assessments had not been reviewed or updated following an incident or accident to reduce the risks of a recurrence.

Employee Compliance and Training

There was no formal staff induction process in place and there were training gaps in supporting them to develop their skills and knowledge.

Audit and Self-Assessment

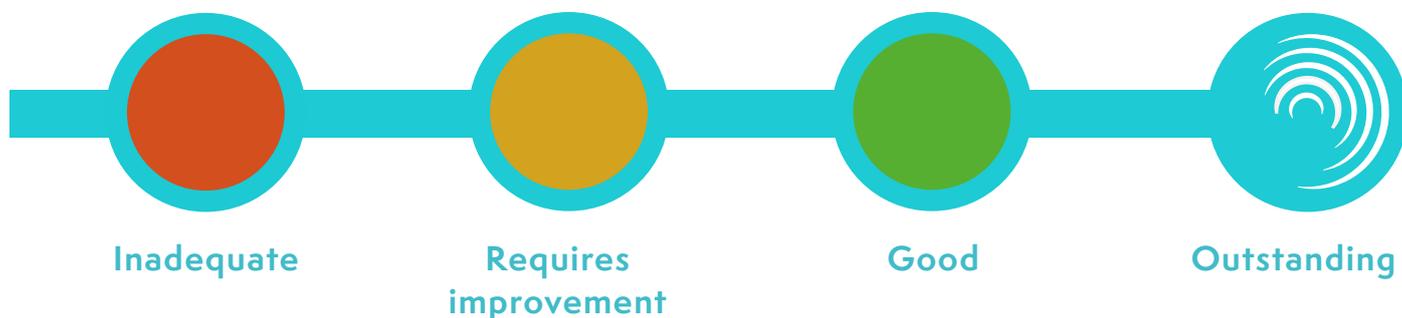
The practice did not have a programme of continuous clinical and internal audit to ensure their ability to monitor quality and make improvements.

CQC inspection checklist

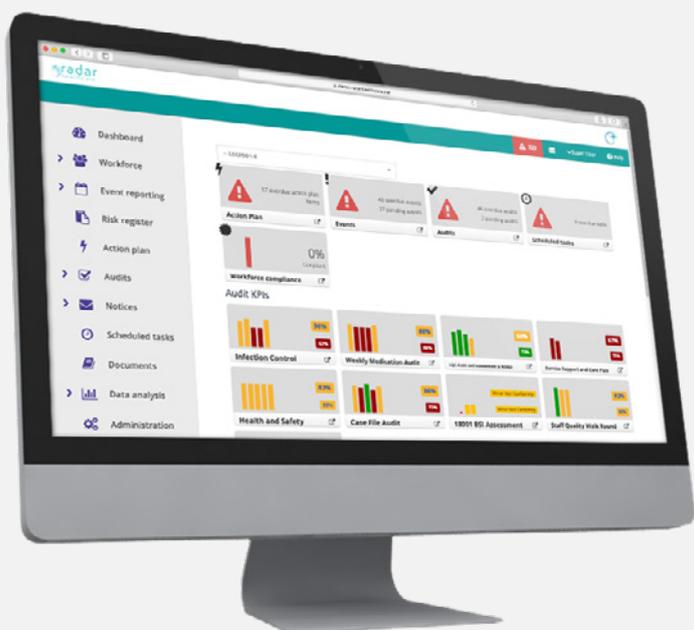
To ensure you're always ready for an inspection, here's a handy checklist so you know you're on track...

✓ All the people that should be present at an inspection have been identified and informed	✓ Health and safety records are up to date
✓ All organisational level documentation is in place and has been communicated to demonstrate good leadership	✓ There is a clear mechanism for people who use your service to tell you about their experience
✓ All workforce records are up to date including HR, training, appraisals and supervision records to evidence a fully competent and compliant workforce	✓ Incidents and risks are clearly logged along with associated action plans and demonstrable evidence of the service being able to close the loop on these
✓ All policies are up to date, reviewed regularly and communicated to the workforce with a clear record of when they have been read	✓ There is a clear process for submitting event notifications to the CQC
✓ All processes and procedures are up to date, reviewed regularly and communicated to the workforce	✓ Patient/Service User information is up to date, reviewed regularly and communicated
✓ There is evidence of regular internal audits carried out to assess the effectiveness of each process or procedure	✓ Make sure you have up-to-date records available to help you demonstrate your compliance

CQC inspectors will expect you have up-to-date information available to help you demonstrate your compliance and as a result of this information and the inspector's observations, they will award you with one of four ratings:



Radar Healthcare can help you be outstanding!



Radar Healthcare is already active in over 4,000 health services and locations across the UK, supporting quality and compliance improvement in line with CQC standards.

No healthcare provider is immune to a CQC inspection and with an increasing level of expectation on providers to deliver the very best care, Radar Healthcare provides a level of automation and oversight to help you easily demonstrate effectiveness, control, awareness and governance for each area of your organisation when required.

And with the future focus of the CQC being placed on identifying where providers are successfully harnessing new technology to improve outcomes for people, Radar Healthcare simplifies the regulatory complexities you face, ensuring that you're fully prepared for your next CQC inspection.

Key features



Ability to create, schedule and monitor all types of internal audits



Historical trend analysis



Full evidence compilation including photos and the ability to upload documents



Pre-loaded CQC KLOE audits



Automated action plan allocation and tracking



Real-time KPI and dashboard reporting against compliance and the CQC standards

How Radar Healthcare works...

Capturing data - Radar Healthcare captures, consolidates and automates organisational processes in line with your governance framework, ensuring that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed.

Trend analysis and reporting - Whether you manage one or multiple care settings, Radar Healthcare gives you real-time visibility of your compliance status across a series of easy-to-understand dashboards – providing assurance that your team is delivering service excellence.

Action - Radar Healthcare supports you to execute and monitor the effectiveness of action plans against areas of workforce management, risk management and incident management.

Improve - Radar Healthcare's automation of operational and regulatory processes facilitates a cycle of continuous improvement and helps you accurately measure results against your quality objectives and regulatory expectations.

Standardise - Radar Healthcare helps you turn good practice into standardised behaviours and promote a strong culture of quality and compliance.



Radar Healthcare delivers more...

To support you with CQC audit preparation, Radar Healthcare delivers:

- Management of workforce training and compliance
- Effective risk management
- Management and reporting of incidents
- Action and improvement plans
- Document management
- Business process management
- Business-wide audit management

- Self-regulation of internal and regulatory compliance
- Automated approach to standardised best practice service delivery
- Digitisation of manual process to deliver operational efficiencies
- Ability to evidence service excellence and continuous improvement
- Real-time visibility of quality and compliance status

Driving improved outcomes including:

Find out more

To find out more about how Radar Healthcare can support your healthcare organisation, call **0330 223 2740** or email **enquiries@radarhealthcare.com**

www.radarhealthcare.com