

Are you well-led?

One of the five key questions the CQC asks all care providers as part of an inspection is **'Are you well-led?'** with a focus on five key lines of enquiry as part of this 'well-led' domain:

- 1 Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?
- 2 Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
- 3 How are the people who use the service, the public and staff engaged and involved?
- 4 How does the service continuously learn, improve, innovate and ensure sustainability?
- 5 How does the service work in partnership with other agencies?

In summary, for the CQC to establish that your organisation is well-led, you must demonstrate that your leadership, management and governance is making sure you're providing high-quality care that's based around individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

How can you evidence that you are well-led?



Risk management process and reporting



Incident management process and reporting



Knowledge and training processes and records



Visibility of information to enable staff to do their job



Regulatory requirements are understood and met



Performance and competence management processes and records



Quality objectives and progress towards these



How systems are used to drive continuous improvement

How can Radar Healthcare help?

Radar Healthcare's quality and compliance software supports organisations across health and social care to demonstrate they are well-led.



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 in being well-led, 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 business 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