

Contributing to a successful CQC inspection

Inspection dates

SEPTEMBER 2018

M	T	W	T	F	S	S
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Unannounced inspections possible any time during the month

Services will be rated as either:

- Outstanding
- Good
- Requires Improvement
- Inadequate

A rating will then be applied to the Trust as a whole.

Caring – involving and treating people with compassion, dignity, kindness and respect

- Do I always introduce myself to service users and their families?

“Hello, my name is...”

- Do I always explain my role to service users and visitors and what I am here to do?
- Is this my first time on shift? If so, have I received a ward induction?
- Do I listen to and act on service user feedback?
- Do I always respect confidentiality?
- Am I always considerate and respectful in my interactions?
- Do I always respect the privacy and dignity of service users?

Key Tips

Welcome the inspectors; they are visitors to our Trust, so please be friendly and polite, as always.

Answer their questions openly and honestly.

If you don't know the answer, don't panic; explain who you would ask or where you would go for the info.

Respect confidentiality and always check with service users if inspectors want to observe your interaction with them.

Check their identification – each inspector will be wearing ID

Reporting concerns

- Do I know who to contact in an emergency?
- Do I know what to do if I have any concerns at work?
- Do I know how to advise a patient or family member if they have a concern?

Safe - People are protected from abuse and avoidable harm

- Do I know how to report an incident, near miss or allegation of abuse?
- Do I know who to contact for advice about infection control?
- Do I know what types of incidents I should report?
- Am I familiar with the policies and processes relevant to my role?
- Do I know who to talk to if I have any patient safety concerns?
- Do I maintain safety for myself and others in all that I do?
- Am I trained and competent in all the equipment that I use?
- Do I know what equipment safety checks are required and do I understand them?
- Have I undertaken all required training?
- Do I always follow hand hygiene procedures?
- Do I ensure relevant equipment is decontaminated after use?

Be proud of what you and your teams do, and use the inspection as an opportunity to showcase your excellent work to the CQC, patients and the public.