

CQC Inspection: Top 10 Tips

Thank you for everyone's efforts getting prepared for the CQC inspection.

Below are some top tips around the visit and what to expect. As always the Quality Assurance Team are there to support staff with any queries they may have and you can visit there intranet page [here](#)

1. CQC will focus questions around on five domains—are service safe, effective, caring, responsive and well led. The full standards against which they inspect can be found [here](#).
2. CQC inspection teams are actually mostly staff from other trusts who may work in similar roles as you—they will relate to and understand your roles.
3. CQC already have information about how teams are doing before they come to visit—know your key risks and what is being done to manage them (risk registers!)
4. Tell inspectors about things you are proud of, innovations, QI work and good practice—even if you're not asked! What is outstanding? A template for this can be found [here](#)
5. It's important to be open and honest to get the best of any inspection—if there are gaps, be upfront and explain what is being done about these, and longer term plans. Services are always improving and aren't perfect.
6. When discussing incidents, audits, complaints, feedback—it's most useful to illustrate any changes that have been made to improve (lessons learned). Give an example of how practice has changed, even if it's a small- it shows that the service is responsive.
7. If possible, put things right if inspectors point anything out. Let them know you have done this before they leave. E.g. remove expired medications via the correct process.
8. You aren't expected to know everything—refer to where you can find information—intranet, policies, by asking your line manager.
9. Inspections can bring about anxiety. It's a stressful time for all. Support each other and take time out. Speak with your manager if you have any concerns.
10. Please contact Sarah Stilwell for any CQC questions and if an inspection teams arrives unannounced, please follow the CQC escalation process.