



STANDING OPERATING PROCEDURE

Subject	CQC Inspection Overview SOP021
Applicable to	All Hospice Staff and Volunteers
Date issued	Dec 2023
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Lead responsible for Policy	Director of Care
Policy written by	Governance Lead
Notified to	Policy Working Group 14 Nov 2023
Authorised by	Senior Leadership Team Dec 2023
CQC Standard	All
Links to other Policies/Procedures	
Summary	<p>This SOP provides an overview of the CQC Regulatory Framework that was introduced in November 2023. It outlines what staff can do to prepare for an on-site inspection and provides information they should know about CQC and regulation.</p>
Target Audience	All Hospice Staff and Volunteers

IMPORTANT NOTICE

Staff should always refer to the website or Policies and Procedures folder on the 'N' drive for the most up to date information. If the review date of this policy or procedure has expired staff should seek advice from their clinical lead or manager regarding the appropriate action to be taken.

1. Introduction

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

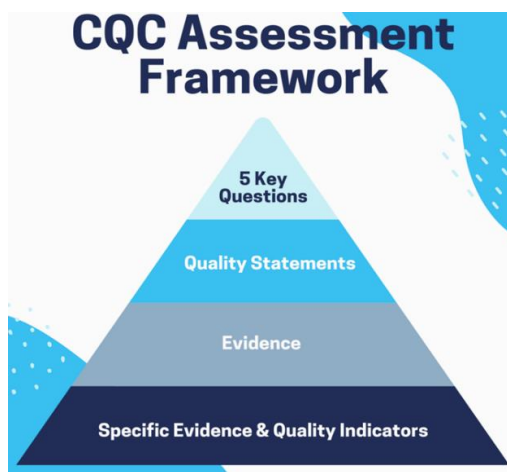
CQC monitor, inspect and regulate services and publish what they find, including performance ratings, to help people choose care.

2. CQC Inspection

Nottinghamshire Hospice welcomes the opportunity that an inspection from the CQC brings to show the outstanding work that we do and demonstrate any improvements we have made from previous visits.

It enables us to provide the evidence of where we, the Trustees, Directors and staff, have involved patients, their family and carers in their time with us and continually seek feedback to ensure we improve and grow.

3. The New Regulatory Framework 2023



5 Key Questions

- Safe
- Effective
- Caring
- Responsive
- Well-led

Quality Statements

Sit under the 5 Key Questions

Evidence

- People's experience
- Feedback from staff and leaders
- Feedback from partners
- Observation
- Processes
- Outcomes

Specific Evidence & Quality Indicators

Determined by setting

The Hospice will be monitored all the year round through the information it and others provide to the CQC in the form of:

- Statutory notifications (e.g., deaths)
- Safeguarding Incidents
- Staffing information
- Information from people who use the service and the public

Information is also provided from

- Public Health England
- Local Authorities
- Commissioners
- Voluntary Groups
- Other interested parties

Focussed Inspections take place usually within a five-year period or if CQC wish to follow up when they see that a service has improved or declined during a given time period.

The ratings will remain the same as previous with services rated:



4. What Do We Do to Prepare for an Inspection?

Inspections don't happen often, but we will let you know if one is expected and send you out information which will be important to read. However, Inspectors can arrive unannounced and so we should always be ready for them to arrive.

Therefore, on a daily/weekly basis it is important to keep up to date with things that are happening in the Hospice and particularly any improvement initiatives or any briefing sessions.

Daily Checks

We all want the Hospice to make a good impression on the CQC Inspector and on everyone else who comes to visit, so it is on all of us to ensure that the reception and other areas are kept tidy. The Cleaners keep the areas clean, but we can all pick up any litter or spot when things are out of place or make suggestions for improving the layout of general areas.

If information on notice boards is out of date or leaflet stands are empty, please ensure that action is taken.

5 Key Questions

Understanding the 5 Key Questions that support how we look after patients is essential and more information is available in **Appendix A**.

Top Ten Tips:

1. Share **best practice and learning** with colleagues
2. Know how to raise a **Safeguarding alert**
3. Make sure your **appraisal and mandatory training** is up to date
4. Keep up to date with **Policies and SOPs**
5. Always wear your **name badge**
6. Know how **lessons are learned** from complaints and incidents
7. Be aware of GDPR and **handle data securely and confidentially**
8. Make sure your **communication** with colleagues is good and positive
9. Be **open and honest**
10. Be proud of the work that you do and share things that are **'above and beyond'** with Management or Trustees.

5. What Happens During an Inspection?

When an Inspector/s Arrives

When any individual arrives at the entrance to the Hospice, they are warmly welcomed, professional's ID checked and asked who they are here to see and asked to sign into the Visitors book.

Once it has been established that the individual is from the CQC (if there is any doubt contact the CQC on 03000 616161) and have been seated in Reception the following people should be notified by telephone and email:

- Rachel McCarty, Director of Care (Registered Manager)
- Rachel Hucknall, CEO
- Director on site

Please ask the Inspector(s) to sign in the signing in book and take a seat whilst the Director on site is contacted. Please follow any infection prevention and control guidance which is in place at the time of the visit. The Registered Manager (or Director on site) will accompany them to an allocated office or the service area and facilitate their visit. If there is more than one member of the inspection team, they may divide and cover different areas.

They will want to talk to any patients, carers, staff (at all levels) about their experiences of the care provided and will also observe any activities taking place. They will also note the important role that volunteers play in the organisation.

Talking to An Inspector

Generally, when the inspectors are here, continue to focus on providing excellent patient care and ensure that the patients, their family and friends remain at the centre of all we do. If at any point you are spoken to by a CQC Inspector there are some key things to remember:

- Patients and their families come first; the Inspectors know this. It is acceptable to say that you will be with them when you have finished what you are doing if it involves a patient or their family

- If Inspectors wish to observe your interaction with patients and their families/carers, check that this is OK with the person you're working with
- Any conversations with inspectors should be away from public areas unless it is appropriate to involve patients and families in broader discussions
- Be open and honest but be sure you know all the facts; if you think improvements are necessary, is there work underway to tackle the issues requiring improvement?
- If you are asked a question and don't know the answer, ask for clarification or say where you'd go to find the answer
- Be clear about where your Team's documentation is held and how you access them
- If the Inspector asks for any information your manager should provide it and inform the Director of Care that they have done so.

Viewing Records

Inspectors can view patient records in 'view only' and arrangements will be made for them to do this. **They cannot take any information away with them.**

Issues

If an Inspector identifies an issue we will:

- Act promptly and responsively to address the issue logging it in the appropriate record and escalating it to the Director of Care
- Ensure the issue is rectified as soon as possible as a matter of urgency.

6. After the Inspection

A written summary of the inspection findings will be undertaken with the Directors prior to the Inspector departing the premises.

The Inspectors will analyse the information they have been provided with along with the other sources of information they have about Nottinghamshire Hospice.

This may prompt them to do further unannounced inspections.

The CQC will then score the information they have gathered which will enable them to decide on a rating of Outstanding, Good, Needs Improvement or Inadequate for each of the 5 key areas (safe, effective, caring, responsive, well-led).

A report is issued to the hospice for a factual accuracy check before a final version is published and we respond with our action plan for any improvements
Our ratings are published on the CQC website.

7. Glossary	Best practice	Procedures or techniques based on high quality evidence in order to obtain improved patient outcomes
	GDPR	General Data Protection Regulation, a legal framework for keeping everyone's personal data safe by requiring organisations to have robust processes in place for handling and storing personal information
	Mandatory training	Compulsory training that is determined as essential for the safe and efficient delivery of the service
	Person-centred care	Focusing care on the needs of the individual
	Regulator	Regulator (CQC) is appointed by Government to regulate Health and Social Care
	Statutory	Regulated by the law, legislation



5 Key Questions

Safe

Are Patients safe?

Are they protected from abuse and avoidable harm?

Effective

Patient's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence

Caring

Do you involve and treat patients with compassion, kindness, dignity and respect?

Responsive

Are Services organised so that they meet patient's needs?

Well-led

Leadership, management and governance of the organisation assures the delivery of high-quality person-centred care, supports learning and innovation and promotes an open-ended fair culture.