



# The New CQC Inspection Regime

What it Means for You



# + Some Introductions



- Peter Higgins – LMC Consortium CE
- Carrie Cardwell – Inspection Manager CQC.
- Faye Ollis LMC Liaison Officer & CQC Lead

# + Structure of the Event

- Introduction & What's Different
- A CQC Inspectors Perspective
- A Practice Management Perspective
- Bringing it All Together – issues, questions and answers!

## Meeting Your Needs

# + So Why Does it Feel Different?

## The Early Regime

- Register for Defined Services
- Name the Responsible Manager
- Prepare for and Meet the 16 Essential Standards
- Single Inspector



# NOW!



The 6  
Population  
Groups

The Five  
Questions

The  
Regulations

The Key  
Lines of  
Enquiry

# + The Population Groups



- Older People
- People with Long Term Conditions
- Families, children & young people
- Working age people
- People whose circumstances may make them vulnerable
  - Learning disabilities
  - Homeless
- People experiencing poor mental health

# + The Five Key Questions



- Regarding the Services being provided:
  - Are they safe?
  - Are they effective?
  - Are they caring?
  - Are they responsive to people's needs?
  - Are they well led?

# + The Key Lines of Enquiry



- Contained in Appendix B to the GP Practices Handbook
- Drills down into more detail about the Five key Questions
- Eg – Are they Safe:
  - Track record
  - lessons learned & improvements made
  - Reliable systems, processes & practices to keep people safe
  - How are risks to individuals assessed and their safety monitored
  - How are risks anticipated and planned for in advance
- Each has a series of more detailed prompts



# + The Regulations



- 16 Essential Standards replaced by 11 New Regulations
  - More Focused
  - The standards below which care must not fall
  - These are the Ones you will get in your inspection report if you have failed

# + The 11 new Regulations

- Reg 9 – care and treatment must be appropriate and reflect service users needs & preferences
- Reg 10 – Treated with dignity & respect
- Reg 11 - Care & Treatment only provided with consent
- Reg 12 - Care & Treatment provided in a Safe Way
- Reg 13 – Protected from abuse & improper treatment
- Reg 14 – Nutritional & hydration needs met

# + The Regulations cont'd

- Reg 15 – Premises & equipment must be clean, secure, suitable and used properly
- Reg 16 – Complaints adequately investigated and appropriate action taken in response
- Reg 17 – systems & processes established to ensure compliance with the fundamental standards
- Reg 18 – sufficient numbers of suitably qualified, competent, skilled and experienced staff
- Reg 19 – persons employed must be of good character, have necessary qualifications, skills and experience and be able to perform the work

# + The New Regulation – Duty of Candour

## ■ Regulation 20

- Health service bodies must be open and transparent with service users about their care & treatment

# + The Key Question???

If a practice just focuses  
on the Five Questions  
and the key lines of  
enquiry does it need  
to bother with  
the regulations?



Pause for thought!

# + Some Key Messages



- Get the Doctors Involved
- Have good clinical governance arrangements in place
- Make sure your complaints procedure is up to date and followed
- Get the basics right about recruitment
- Safeguarding, Mental Capacity & DoLS
- Keep your staff on board



# Recruitment – Schedule 3



- 1. Proof of identity including a recent photograph.
- 2. Where the certificate is required following a risk assessment of the post in question—
  - a DBS certificate and where applicable, relevant information relating to children or vulnerable adults; or
  - an enhanced DBS certificate together with, where applicable, suitability information relating to children or vulnerable adults.
- 3. Satisfactory evidence of conduct in previous employment concerned with the provision of services relating to—
  - (a) health or social care; or
  - (b) children or vulnerable adults.
- 4. Where a person has been previously employed in a position whose duties involved work with children or vulnerable adults, satisfactory verification, so far as reasonably practicable, of the reason why their employment in that position ended.
- 5. Satisfactory documentary evidence of any relevant qualification.
- 6. A full employment history, together with a satisfactory written explanation of any gaps in employment.
- 7. Satisfactory information about any physical or mental health conditions which are relevant to the person's ability to carry on, manage or work for the purposes of, the regulated activity.



# + Information Resources



- The CQC Web site [www.cqc.org.uk](http://www.cqc.org.uk) and then 'search'
- The LMC Website [www.nwlmcs.org/advice-guidance/](http://www.nwlmcs.org/advice-guidance/)
- GP Practices and GP out of hours services Provider Handbook March 2015
- CQC Mythbusters - <http://www.cqc.org.uk/content/mythbusters-and-tips-gps-and-out-hours-services>
- Faye!