

Your 10-step CQC inspection checklist

Have a CQC inspection coming up? This 10-step checklist ensures you're well-prepared to evidence your care delivery accurately. Use it to mark completed tasks – with actionable tips for added confidence.

☐ Stay up to date on the Care Quality Commission

Before anything, make sure you are keeping up with any regulatory changes and developments. To keep up with the CQC and look into any changes, here are some useful CQC links:

[Provider Bulletin](#) | [Twitter \(X\)](#) | [YouTube](#) | [Facebook](#) | [Their digital platform](#) | [CQC Blog](#)
[CQC Publications](#) | CQC Podcast – Search 'CQC Connect' in your favourite podcast app

☐ Review how you evidence care

As the industry increasingly adopts digital ways of working, look at what your current care record management practices look like. The CQC encourage the use of digital social care records (DSCR) as they are an easier and more efficient way to evidence quality care.

Government funding is available if you haven't already looked into care software to switch from paper to digital. You can find your integrated care system (ICS) funding information in a few clicks through our [DSCR funding guide](#), or check out [our pricing plans](#) to see what's on offer – which includes a free Starter plan.

☐ Review your policies and procedures

Make sure that your policies and procedures are current, factual, and represent your service and what you are doing day to day.

☐ Review your staff training and development plans

To prepare for your CQC inspection with staff training in mind, make sure you keep an up-to-date training matrix. You should be able to evidence how you support staff with ongoing training and personal development.

☐ Review your health and safety and infection control

Make sure you are regularly auditing your services, with actions being dealt with in a timely manner. Evidence how you learned from incidents and the steps you take to reduce incidents and accidents. Health and Safety includes [risk assessments](#), fire safety, and infection prevention measures.

☐ Review your care plans

Regularly review your care plans to evidence your responsiveness and effectiveness. They should be updated as and when there are any changes, or at least monthly to ensure that the care and support being provided meets the needs of the individual.

☐ Undertake a mock inspection

This is beneficial because you can use these as evidence in your CQC inspection. Make sure they are done on a regular basis, and keep copies of any external inspections, as well as any actions and lessons learnt.

☐ Capture stories

Consistently capture client experiences like success stories, events that have had a positive impact on someone's life, and case studies. These are great to have on hand to showcase person-centred care.

☐ Audit your care notes

Demonstrate what your team does by reviewing care notes. They should be detailed, factual and legible, and address any areas of concern. You should also make sure that you upskill staff where needed.

☐ Practice answering PIR questions

Finally, make sure you practise answering questions before your inspection. The CQC will be implementing a new online portal to simplify submitting provider information and facilitate communication. To help you prepare, Log my Care has a [provider information return \(PIR\) template](#) that you can download for free.

Found this checklist useful?

Contact our friendly team of care management experts to discuss how we can help.

[Get in touch](#)