

The New CQC Inspection Regime

What it Means for You



+ Some Introductions

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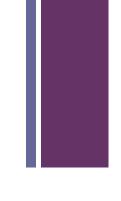


Structure of the Event

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

Meeting Your Needs







The Early Regime

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





The 6
Population
Groups

The Regulations The Five Questions

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 you 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 <u>www.cqc.org.uk</u> and then 'search'
- The LMC Website <u>www.nwlmcs.org/advice-guidance/</u>
- 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!

